

ACCELERATING BUSINESS SUSTAINABILITY AND GROWTH

2025



TOP 10 BEST HOTEL SPAS

IN THAILAND BY
TRAVEL + LEISURE
LUXURY AWARDS
ASIA PACIFIC 2025

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ERAWAN BANGKOK

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THE
ERAWAN
GROUP

44
YEARS
ANNIVERSARY



Youssef EL KHOMRI
President and
Chairman of the Sustainability Development Committee
The Erawan Group Public Limited

Message from the President

In 2025, the global hospitality industry continued to demonstrate resilience and adaptability amid a dynamic operating environment, navigating evolving geopolitical conditions and varied recovery trends across key tourism markets. At The Erawan Group Public Company Limited (“ERAWAN”), we responded to these challenges with resilience, agility, and a steadfast commitment to sustainable growth.

Our diversified portfolio across Luxury, Midscale, and Economy segments enabled us to maintain competitive performance despite external pressures. Through disciplined revenue management, operational excellence, and clear brand positioning, we strengthened our market presence and captured growth opportunities in strategic locations. At the same time, HOP INN continued to play a critical role in supporting stable performance, driven by resilient domestic demand across Thailand, the Philippines, and Japan.

Sustainability remains at the heart of our strategy and decision-making. We are committed to creating long-term value while minimizing environmental impact, supporting our communities, and upholding the highest standards of corporate governance.

In 2025, we continued to integrate ESG principles across our operations from improving energy efficiency and resource management to strengthening employee engagement and community initiatives.

Our efforts have been recognized through an “A” rating in the SET ESG Ratings 2025 and a 5-star Corporate Governance Report (CGR) rating. These achievements reflect not only our progress, but

also our determination to continuously raise our standards in line with global expectations and stakeholder priorities. We also continued to invest in the long-term competitiveness of our portfolio. Asset enhancement initiatives, including renovations and upgrades across multiple segments, are designed to improve operational efficiency and deliver higher value as market conditions recover. Alongside this, we maintained strong financial discipline to ensure resilience and sustainable returns.

Looking ahead, our growth strategy remains focused on quality expansion and responsible investment. In 2025, we secured two prime land leases in Bangkok’s Phrom Phong and Asoke areas to develop new hotel projects that will strengthen our footprint in key economic districts. For HOP INN, we continue to advance toward our target of 150 hotels across the Asia Pacific region, reinforcing our position as a leading budget hotel network. As we move forward, we remain guided by our commitment to balance economic performance with environmental stewardship and social responsibility. We believe that sustainable hospitality is not only a responsibility, but a key driver of long-term success.

I would like to express my sincere appreciation to our employees for their dedication, and to our shareholders and stakeholders for their continued trust. Together, we will continue to build a resilient organization that delivers sustainable growth and lasting value for all.

Respectfully Yours,

Youssef EL KHOMRI

President and

Chairman of the Sustainability Development Committee

The Erawan Group Public Co., Ltd.

About This Report

This report has been prepared to present the key business issues and sustainable development directions of The Erawan Group Public Company Limited ("ERAWAN or "the Company"). It outlines the Company's sustainability strategies and business practices in alignment with sustainable development principles, communicated to all stakeholders.

The Erawan Group's approach to sustainability is guided by three core pillars: Environmental Responsibility, Social Responsibility, and Good Governance (ESG). Under the concept of creating and driving the sustainability value for business growth, the Company strives to advance its business towards the achievement of its long-term vision. The Erawan Group is also committed to supporting the United Nations' 17 Sustainable Development Goals (UN SDGs). This report serves as a key communication tool that reflects our commitment to sustainable practices and highlights how we continue to build strong partnerships and business success through sustainability.

The Erawan Group published its first Sustainability Report in 2021. This year marks the publication of our fifth Sustainability Report, which has been developed with reference to the Global Reporting Initiative (GRI) Standards 2021, applying internationally recognized sustainability reporting practices. Additionally, the Company also references information disclosed in its Annual Report (Form 56-1 One Report) submitted to the Stock Exchange of Thailand. This sustainability report communicates the Company's overall performance and value creation for shareholders and stakeholders across all dimensions.

Reporting Scope

The information presented in this report covers the fiscal year 2025, we expanded our Scope 1 and 2 GHG emission data verification to include all properties and operations of The Erawan Group in Thailand. It includes environmental and social performance data for the 12-month period from January to December 2025. The data was collected from a total of 88 hotels, Head Offices, one shopping center "Erawan Bangkok" and two restaurants. We are currently considering revising our baseline year.

The financial performance data has been audited by KPMG Phoomchai Audit Ltd., as reflected in the auditor's report published in The Erawan Group's 2025 Annual Report. Environmental performance, employee training, occupational health, and safety data have been reviewed and assured for accuracy by an external auditor. The assurance statement is included in the External Assurance section of this report.

This Sustainability Report is available in both Thai and English, and can be accessed on The Erawan Group's website at:

<https://www.theerawan.com/en/document/sustainability-reports> For any comments or inquiries regarding this

report, please contact the Sustainability Development, Corporate Communication, and Risk Management

Division at: arisna@theerawan.com or

info@theerawan.com

The Erawan Group greatly values your feedback and is committed to using it to continuously improve the quality and relevance of future reports.



About Us

The Erawan Group Public Company Limited, also referred to as “ERAWAN” or “the Company” (Stock Symbol: ERW; formerly known as Amarin Plaza Company Limited), is a leading hospitality investment and management company operating in Thailand and Southeast Asia. The Company invests in, develops, and manages a diverse portfolio of hotels ranging from luxury 5-star properties to economy hotels. Its robust investment portfolio includes both full-service and budget hotels under internationally recognized brands, as well as Hop Inn, the Company’s proprietary hotel brand, which is developed and operated in-house. With over 43 years of experience in the industry, The Erawan Group is committed to delivering consistent returns and sustainable growth for all stakeholders. The Company operates with a strong emphasis on good corporate governance, transparency, and responsibility towards society, the environment, and all relevant stakeholders at every level.

Vision

To be a leading hotel and resort development and investment company in Thailand and the Asia-Pacific region.

Mission

To expand a quality hotel network in Thailand and the Asia-Pacific region that delivers attractive returns to shareholders and creates long-term benefits for all stakeholders.

Headquartered in Bangkok, Thailand, The Erawan Group was established in 1982 with an initial registered capital of THB 1,000,000, divided into 10,000 ordinary shares at a par value of THB 100 each. The Company was founded by three prominent business families:

1. The Vongkusolkrit family, represented by Mr. Isara Vongkusolkrit
2. The Wattanavekin family, represented by Mr. Supol Wattanavekin
3. The Chenwatanawit family, represented by Mr. Wit Chenwatanawit

Initially, the Company was engaged in real estate development, including office buildings and shopping centers for lease. In 1988, The Erawan Group was listed on the Stock Exchange of Thailand, and in 1994, it was converted into a public limited company. Since then, its core business has focused on hotel investment, development, and operations tailored to strategic locations and target markets. Other business activities include property rental and third-party property management services. In 2005, the Company was renamed The Erawan Group Public Company Limited.



Corporate Distinction



Recognized as a member of the Thai Private Sector Collective Action Against Corruption (CAC) since 2020. It successfully completed the certification period for 2020–2023 and achieved its first renewal for the 2023–2026 cycle, marking six consecutive years of CAC certification.



The Corporate Governance Report
"Excellence" 5-star rating
for three consecutive years (2023–2025)
"Very Good" 2006–2008, "Excellent" 2009–2013, and "Very Good" 2014–2022.



"Excellent Recommended as a Role Model"
with a perfect score of 100 on the AGM Checklist,
three consecutive years (2023–2025)
"Excellent – Model Example" 2010, "Excellent" 2008–2009,
2011–2022, "Very Good" 2007, and "Good" 2006.



"A" in the SET ESG Ratings 2023 and 2025 in the Service Industry category.



ESG100 Recognition Listed in 2015, 2017–2019, and 2025 by Thaipat Institute and the SEC. Acknowledging outstanding performance in Environmental, Social, and Governance (ESG) practices.



Outstanding Investor Relations in 2025. "Excellent" 2013–2014 and "Outstanding" 2010, 2015–2022."

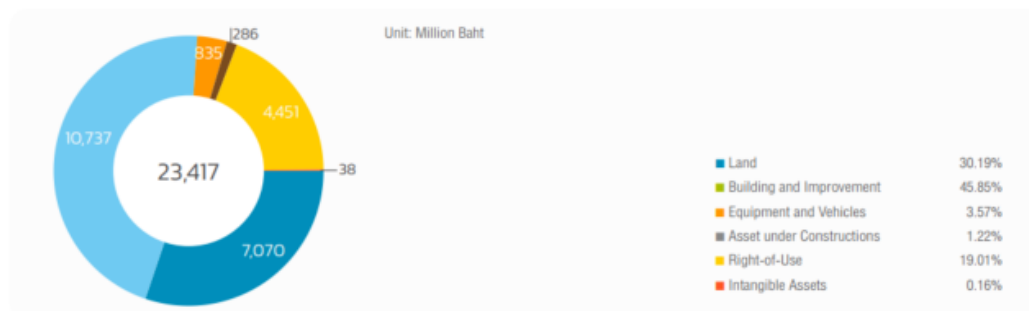


Outstanding CEO, CFO and IR in 2025. Best CEO, CFO, and Outstanding IR in 2023–2024 under the IAA Awards for Listed Companies in the Tourism and Leisure sector.

Business Assets in Operation and Obligations and Trademarks

Fixed Assets Used in The Company's Business and Subsidiaries

The Company's main assets are used in business operations with the book value as of 31 December 2025 in total amount of 23,417 million baht according to the following details:



Remark: Please see the additional information regarding the Obligations in Attachment no. 4 Assets for Business Undertaking.

Trademark Registration Summary

Owner's Name	Number of Trademarks	Country Registered	End of Protection Year
The Erawan Group Plc.	10	Thailand	2028 (1 Trademark) 2034 (8 Trademarks) 2035 (1 Trademark)
Erawan Hotel Plc.	14	Thailand	2030 (3 Trademarks) 2033 (9 Trademarks) 2035 (4 Trademarks)
Erawan Phuket Co., Ltd.	17	Thailand	2031
Hop Inn Hotel Plc.	23	Thailand	2032 (22 Trademarks) 2034 (1 Trademark)
	1	Philippines	2032
	8	Malaysia	2033
	2	Singapore	2033
	3	Vietnam	2033
	9	Indonesia	2033
	2	Japan	2034

Source: The Erawan Group's One Report (56-1) 2025, page 25

Economics

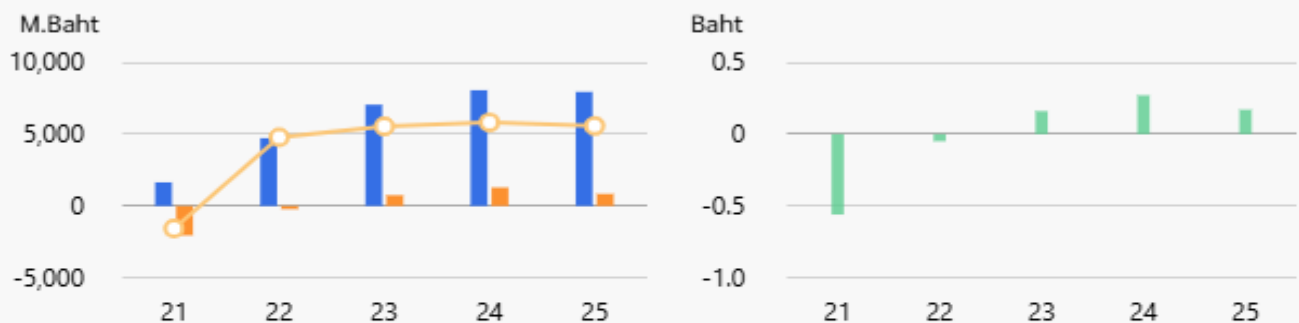
This information can be found in more detail in The Erawan Group Public Company Limited's 2025 Annual Report.

Total annual revenue: THB 7,937.39 million

Company Highlights

Y/E 2025

As of 31 Dec 2025



Revenue (M.Baht)	7,937.39	EPS (Baht)	0.17
Net Profit (M.Baht)	838.09		
Net Profit Margin (%)	11.40		

Source: <https://www.set.or.th/en/market/product/stock/quote/ERW/price> (As of December 2025)



Business Structure

The Company and its subsidiaries operate in the investment, development, and operation of hotels where the suitable location, site and target group as core business. Currently, there are a total of 90 hotels in operation by which there are other businesses including space rental business, building management, and restaurant operations. Details regarding the types of businesses currently in operation are as follows:-



Executive Summary

The Erawan Group Public Company Limited – 2025 Sustainability Report

In 2025, The Erawan Group Public Company Limited continued to advance its position as a leading hospitality investor in Thailand, navigating a more complex and competitive operating environment while reinforcing its commitment to sustainable growth and long-term value creation. The Company remains firmly guided by its sustainability framework, embedding environmental, social, and governance (ESG) principles across all business operations to strengthen resilience, enhance competitiveness, and ensure long-term relevance.

Building strong foundations established in previous years, sustainability is now deeply embedded into the Company's core strategy and day-to-day operations. Erawan continues to optimize energy and resource efficiency, elevate guest experiences, and strengthen community partnerships, aligning with the evolving expectations of investors, customers, and broader stakeholders who increasingly prioritize transparency, climate responsibility, and inclusive growth.

Key highlights in 2025 include:

- **Accelerating Environmental Action:** Advanced greenhouse gas management efforts, with enhanced energy efficiency initiatives and broader implementation of green hotel practices in alignment with Thailand's Bio-Circular-Green (BCG) economic model. We also expanded our Scope 1 and 2 GHG emission data verification to include all properties and operations of The Erawan Group in Thailand.
- **Strengthening Business Resilience:** Maintained disciplined financial management while adapting to market headwinds, supported by robust ESG risk management and agile business strategies.
- **Empowering People and Communities:** Continued investment in employee capability development, diversity and inclusion, and workplace well-being, alongside strengthening local economic participation through responsible sourcing and employment.
- **Enhancing Governance Excellence:** Reinforced a culture of integrity through strong corporate governance, transparency, regulatory compliance, and ethical business conduct, building sustained trust among stakeholders.

Looking ahead, The Erawan Group remains committed to driving sustainable growth by integrating ESG considerations into strategic decision-making. The Company believes that responsible business practices are essential not only for mitigating risks but also for unlocking opportunities, enabling the organization to deliver enduring value to shareholders, stakeholders, and society at large.



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Sustainability Development & ESG Structure

Creating Engagement and Leadership

The process of fostering engagement and leadership starts with the Company's Board of Directors, which is responsible for overseeing, setting the direction, assigning responsibilities, and determining the strategies for sustainable development across three key dimensions: Environment, Social, and Governance (ESG), as well as overall business and risk management. The Board sets the path for stable and sustainable growth for the benefit of all stakeholders under the ESG strategy, which focuses on driving business growth sustainably. The Board of Directors believes that Erawan Group can expand its business, manage risks, and create valuable investment opportunities, along with benefits for all stakeholders.

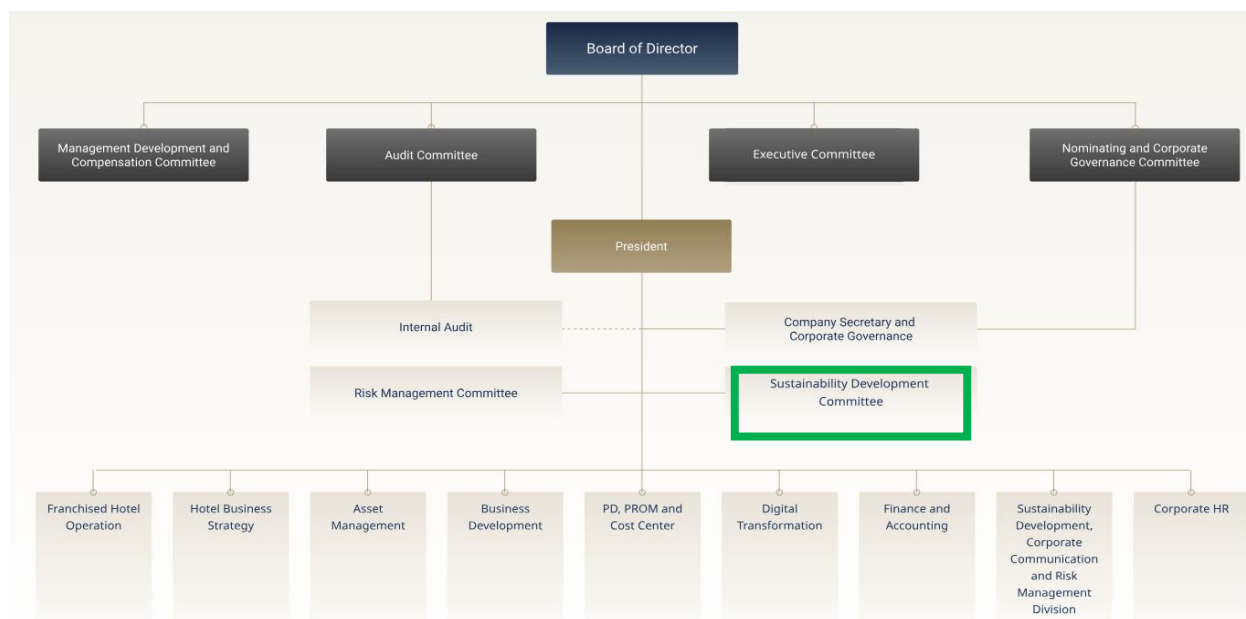
The company places significant importance on sustainable development, designating responsible parties for environmental, social, and sustainability projects. This is structured through the "Sustainability Development Committee & Working Team" and the "Environmental Working Team," which includes executives and employees from various departments at all levels.

In 2023, the Board of Directors resolved to establish the "Sustainability Development Committee" (SDC), with the President of The Erawan Group Public Company Limited appointed as the Chairman of the Committee. The committee includes senior

executives from multiple departments to ensure effective governance and implementation of sustainability policies and operations. This committee aims for seamless operations and effective integration of sustainability initiatives across the organization. Regular meetings are scheduled monthly or as deemed necessary by the Chairman, and results are presented to the Executive Board or the Board of Directors at their regular meetings, at least once a year.

The Sustainability Development Committee (SDC), appointed by the Board of Directors, is responsible for formulating sustainability strategies (ESG) and focusing on executing the organization's sustainability efforts by reviewing ESG operations to ensure alignment with the policies and strategies set by the Board. Additionally, the Senior Vice President of the Sustainability, Corporate Communications and Risk Management Division serves as the Secretary of the Sustainability Development Committee and drives initiatives through the sustainability working group, which comprises representatives from various management departments. The group develops ESG action plans and projects, as well as prepares organizational sustainability assessments, ensuring the review of key sustainability issues. The group also monitors and reports progress on ESG projects to the Sustainability Development Committee.

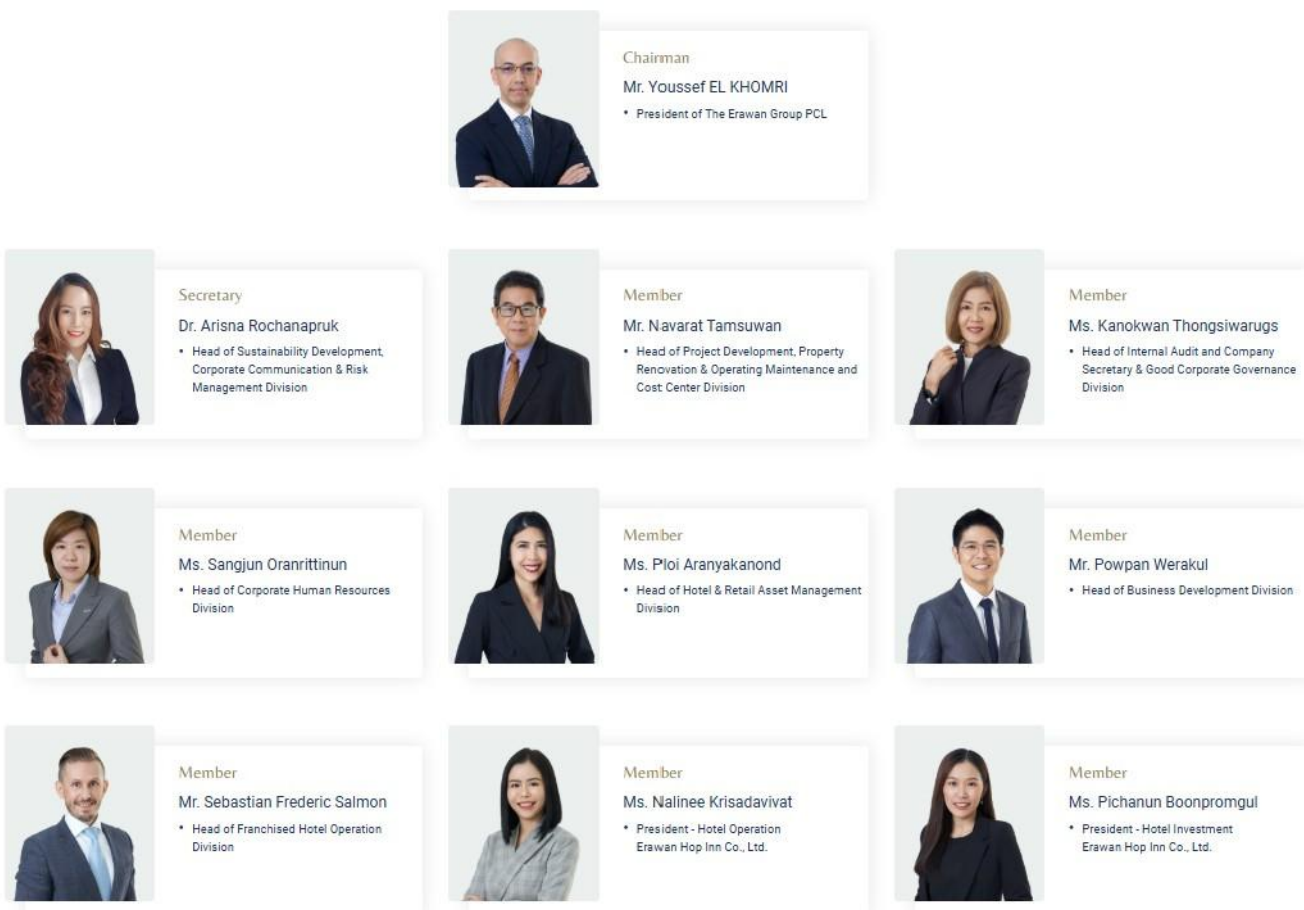
Sustainability Development & ESG Structure of The Erawan Group



Duties and Responsibilities

1. Review and establish policies, strategies, operational frameworks, goals, and key sustainability issues that impact the company's business operations and sustainability development. Ensure that these are set as organizational practices that meet standards, are in the right direction, and align with business operations and the expectations of all stakeholders.
2. Oversee, monitor, and evaluate the progress of sustainability initiatives. Regularly review the company's sustainability performance to ensure compliance with regulatory agencies' evaluation criteria, standards, and national and international sustainability frameworks. Additionally, promote active participation in sustainability projects and involvement in sustainability networks to enhance the company's sustainable operations.
3. Raise awareness and promote employee engagement in sustainability. Foster a company-wide organizational culture where sustainability is integrated into daily operations, aligning with the company's direction. Provide guidance, support, and resources to ensure effective communication and implementation of the company's governance and sustainability strategies, ensuring they are understood at all levels of management and staff.
4. To provide strategic guidance and oversight of the company's environmental performance, supporting the establishment of targets such as greenhouse gas (GHG) emissions reduction, resource efficiency, and the long-term transition toward carbon neutrality.
5. Evaluates both physical and climate-related risks and opportunities and supports the integration of mitigation and adaptation strategies into the company's business strategy, planning, and investment decisions to ensure long-term resilience and competitiveness.
6. Summarize the sustainability performance results and present them to the Board of Executive Directors or the Board of Directors in accordance with the meeting schedule or at least annually.

Sustainability Development Committee



Effective 1 October 2025

Corporate Culture of Sustainability with E-P-I-C

EMPATHY	PASSION	INNOVATION	COLLABORATION	INTEGRITY	EFFICIENCY
Listen, care, trust, and understand the needs and involvement of stakeholders to achieve the organization's goals sustainably.	Committed and determined to achieve the organization's goals sustainably	Thinking differently creates new challenges, to lead towards sustainable innovation development.	Teamwork and build a network of allies to achieve the organization's goals.	Work with integrity, possess morals and ethics, and adhere to the principles of good corporate governance.	Work to the best of ability, utilize resources wisely, and deliver high-quality results sustainably.

Advancing ESG Integration Through Collaboration and Accountability

The Erawan Group Public Company Limited (“ERAWAN or the Company”) continues to advance its commitment to sustainable development through a collaborative, well-governed, and impact-driven approach. We recognize that long-term value creation depends on strong governance structures, active stakeholder engagement, and a clear focus on material sustainability priorities.

In 2025, ESG (Environmental, Social, and Governance) principles remain at the core of our business strategy and operations. We are committed to minimizing environmental impact, promoting human rights and diversity across our organization, and strengthening partnerships with stakeholders and local communities to drive inclusive and sustainable growth.



The Company aims to align with global ESG standards while ensuring that local stakeholders are treated equitably and that our operations contribute meaningfully to addressing global challenges. We continue to support the United Nations Sustainable

Development Goals (UN SDGs) and uphold transparency and accountability through robust financial disclosure and adherence to internationally recognized frameworks, including the Global Reporting Initiative (GRI).

Building on our progress, we emphasize the importance of measurable goals and structured action plans to enhance performance across all ESG dimensions, particularly in areas with significant societal impact. Following the introduction of our refined materiality assessment in 2024, we continue to integrate these key sustainability issues into our strategic decision-making and performance management. Updated disclosures are presented in this report.

Furthermore, we actively promote ESG collaboration across our value chain, working closely with business partners and relevant networks to elevate sustainability standards. Through continuous evaluation and improvement aligned with our sustainability development strategy, we seek to unlock new business opportunities, strengthen our competitive position, and co-create impactful sustainability initiatives.

Through these efforts, Erawan Group remains committed to contributing to the well-being of society, communities, and the environment while delivering resilient and sustainable growth for the future.



The Naka Island, a Luxury Collection Resort & Spa, Phuket

Sustainable Development Policy

Principles

The Erawan Group Public Company Limited and its affiliates (“the Company” or “The Erawan Group”), as a hospitality developer and operator in the tourism and service industry, recognize the significant impact of their operations both positive and negative on the economy, environment, community, and society. The Company is committed to conducting its business in accordance with good corporate governance principles and sound business ethics, guided by the key principles of sustainable development. This approach integrates economic, social, and environmental dimensions to achieve a balance between business growth and responsibility toward all stakeholders in an equitable manner.

The Company focuses on creating long-term value through continuous development and improvement of its operational processes to ensure stable and sustainable growth aligned with the Sustainable Development Goals (SDGs). Accordingly, the Company has established this Sustainability Policy (“the Policy”) to serve as a framework for business operations across all entities, ensuring alignment with material sustainability issues, the United Nations Sustainable Development Goals 2030 (UN SDGs 2030), and other relevant

international sustainability frameworks and standards.

This Policy reflects the Company’s long-standing business philosophy that **“Success with integrity.”**

Guided by this principle, the Company has defined the following key policies and practices to advance sustainable development:

1. Sustainability Governance and Management
Establish an effective sustainable governance structure, defining clear roles, responsibilities, and accountability for all departments and management levels. Monitor and track progress on key sustainability initiatives to ensure continuous and tangible implementation, while promoting alignment and integration across all hotels and affiliated businesses.
2. Continuous Review and Improvement
Regularly review and enhance the Company’s sustainability management system by monitoring and evaluating performance against defined goals and plans. This ensures alignment with the Company’s sustainability objectives and supports ongoing improvement.
3. Building a Sustainable Corporate Culture and Awareness
Foster knowledge, understanding, and awareness of sustainability among



employees at all levels. Encourage ethical behavior, a sense of responsibility, and volunteerism in delivering services that positively impact communities, society, and the environment. Actively engage with stakeholders to listen, understand, and respond to their needs, contributing to the sustainable and resilient growth of the tourism industry.

4. Building Sustainability Networks and Partnerships

Foster collaboration with sustainability partners and networks at both national and international levels to exchange knowledge, experiences, and best practices that support the sustainable development of the organization.

5. Stakeholder Engagement

Promote active participation of all stakeholders throughout the business value chain. Integrate stakeholders' expectations and key concerns into the Company's policies, management approaches, and business operations to ensure that the value chain is managed in a balanced and sustainable manner.

6. Promoting International Sustainability

Encourage all subsidiaries and affiliated businesses to operate in accordance with internationally recognized sustainability principles, guidelines, and standards. This aims to elevate the Company's position as a sustainable leader in the hotel and tourism industry while maintaining service excellence.

To ensure that sustainable development is achieved in a tangible and practical manner, the Company integrates the three dimensions of sustainability **Economic, Environmental, and Social** into its business operations, all under the framework of **Good Corporate Governance**, as follows:

1. Economic Policy

The Company is committed to strengthening its hotel business to support the growth of the country's tourism industry. This includes expanding hotel networks, offering a diverse range of hotel segments, and delivering high-quality services that provide unique experiences in prime location for tourist and economy. All operations are governed by principles of good corporate governance, with sustainable procurement and supply chain management as priorities.

Relevant Policies:

1.1. Procurement Policy

1.2. Tax Policy

2. Environmental Policy

The Company provides hospitality services that serve travellers' demand in sustainable lifestyle, supporting collaboration for climate actions and addressing climate change risks. The Company is committed to increase efficient of resource consumption to an optimum level and minimizing negative environmental impacts across project

developments and hotel operations, with key priorities on environmental policies as follows.

2.1. Energy and Carbon Management

The Company's policy is to support Thailand's Net-zero carbon emissions by 2065, by reducing greenhouse gas emissions through operational improvements, collaborations across the business value chain, and continuously implementing other related measures. Key measures include:

- 1.2.1. Increasing the use of renewable and eco-friendly energy sources across all operations.
- 1.2.2. Constructing, renovating, and refurbishing buildings with consideration on using energy-efficient equipment, low-carbon or environmentally friendly materials.
- 1.2.3. Regular maintenance and optimization of energy-using equipment for maximum efficiency.
- 1.2.4. Continuously monitoring carbon emissions and adopting long-term carbon reduction and offset strategies.

1.2.5. Improving operational processes to reduce carbon emissions, such as waste separation, food waste management, purchasing low-carbon products, as well as facilitating and promoting environmentally friendly lifestyles for customers.

1.2.6. Supporting related carbon related initiatives, such as the conservation of natural resources both on land and at sea, increasing carbon absorption areas, etc.

2.2. Food Waste Management

Food waste is a significant global sustainability issue in the hotel industry as it relates to resource consumption, food security and zero-hunger sustainable development goals. The Company aims to reduce food loss¹ and food waste, placing its importance on appropriate food inventory management while balance between sustainable practices and customer satisfaction.

2.2.1. Manage operations in a balanced way to provide customers with the right quantity and quality of service to ensure customer satisfaction,

¹ Food loss refers to the decrease in edible food mass throughout the part of the supply chain that specifically leads to edible food for human consumption. Food losses take place at production, postharvest and processing stages in the food

supply chain (FAO, Parfitt et al., 2010). Food loss includes the loss of food during transportation, storage, preparation and cooking.



Grand Hyatt Erawan Bangkok

while also considering food loss during the process and food waste from consumption.

- 2.2.2. Reduce food waste and separate food scraps for internal management or collaboration with external organizations for appropriate disposal, ensuring maximum benefit to society and the environment from recycling.

2.3. Materials and Waste Management

The Company has a policy that requires all operational processes across all business areas, from construction, renovation, to operations, to classify waste types that are significant to the hotel business and establish 'waste journey' to all significant type of waste to ensure that they are directed to partners who can recycle (Recycle) or properly dispose of them in the most beneficial manner. This is done alongside efforts to reduce waste and emissions from the very beginning (Reduce), reuse (Reuse), and efficiently use resources to minimize landfill waste as much as possible.

Moreover, the company encourages each hotel to use environmentally friendly materials or products that are certified or meet appropriate standards for specific uses, while still maintaining functionality and creating a positive experience for customers. This is aimed at reducing the amount of non-recyclable waste and aligns with the circular economy.

2.4. Water Resource Management

The Company places importance on the use of water from all sources, promoting efficient water usage and improving processes to reduce water consumption. This includes engaging customers in awareness efforts to minimize water waste while maintaining service quality and customer satisfaction. Furthermore, the company emphasizes the well-being of surrounding communities by regularly inspecting and enhancing the effectiveness of wastewater treatment systems before discharging treated water back into natural water sources. The Company also supports water recycling and considers the community's access to water and shared water usage with the community.

3. Social Policy

The Company conducts its business responsibly, considering the impact on all dimensions of the community, society, and all stakeholders within the business chain. It aims to contribute to economic and social development by creating jobs and promoting good employment practices in local and regional areas, while supporting local products as part of business expansion into different regions. The Company is committed to enhancing the capabilities of employees and local communities by providing hotel service skills and knowledge to strengthen careers, elevate the tourism industry, and create sustainable destinations. The Company also engages with the community, respecting local cultural heritage, and ensures the well-being of its employees by fostering



a high quality of life and sustainably developing human resources in line with its core values. The Company has established social policies in the following areas:

3.1. Local Economy and Sustainable Tourism

The Company supports community economies through local employment and skill development, providing knowledge and opportunities for communities to engage in sustainable tourism.

3.2. Career Development and Community Engagement

The Company engages with local communities through skill-building programs and encourages employee participation in social responsibility projects, promote community well-being, support local tourist attraction as well as respect and preserve local heritage and culture.

3.3. Employment, Opportunities, and Diversity

The Company follows human rights principles in its recruitment process, emphasizing equality, dignity, and the right to fair and equal treatment without discrimination based on race, skin color, gender, age, religion, or beliefs. It provides opportunities for people of all ethnicities to join the workforce, focusing on qualifications suited to the job. All new employees receive orientation and job training programs, and the Company also offers internal employee's opportunities for job rotation, transfer, or promotion as appropriate. This helps to

develop their skills and increase career advancement opportunities both domestically and internationally.

3.4. Employee Development

The Company continuously invests in employee development, offering various learning platforms to enhance skills in line with business growth.

3.5. Employee Engagement and Well-being

The Company prioritizes holistic care for its employees, focusing on both physical and mental well-being. It encourages improvements in the working environment to ensure employees are happy at work and enjoy a good quality of life, fostering long-term commitment to the organization. This approach aims to drive the company forward while delivering sustainable value to all stakeholders. Additionally, the Company is committed to treating all employees equally, following universal human rights practices.

3.6. Occupational Health and Safety

The Company promotes occupational health and safety as a key concern for all stakeholders, including employees, contractors, and customers. It emphasizes adherence to safety standards, regularly reviews and practices emergency response plans, and raises awareness through training. Employees are encouraged to remain vigilant about these issues, especially regarding risks that significantly impact the hotel, tourism, and travel industries, such as first aid, fire evacuation, and natural disasters. Additionally, the company ensures that employees have a work

environment and equipment conducive to overall well-being in all dimensions of their work.

4. Corporate Governance Policy

The Company is committed to transparent and ethical operations, complying with relevant regulations and international standards. The Company promotes ethical behaviour throughout the business value chain and opposes all forms of corruption.

Relevant Policies:

- 4.1. Corporate Governance Policy
- 4.2. Code of Conduct
- 4.3. Code of Ethics for Business Partners
- 4.4. Anti-Corruption Policy
- 4.5. Anti-Money Laundering and Combating the Financing of Terrorism: AML/CFT
- 4.6. Human Rights Policy

4.7. Procurement and Contracting Policy for Purchasing of Goods and Services

The Sustainability Policy is a core responsibility of the Board of Directors, management, and all employees. It shall be actively integrated into all business processes and rigorously implemented to ensure tangible results in line with the Company's sustainability objectives.

The policy should be reviewed and approved by the Board of Directors on an annual basis or whenever amendments are made.

Revised on November 24, 2025

The resolution of the Board of Director Meeting
No.8/2025



Sustainability Development Approach and Goals of The Erawan Group

The Company is committed to transparent, accurate, and balanced disclosure across environmental, social, governance, and economic dimensions, in alignment with the SET ESG Ratings framework of the Stock Exchange of Thailand (SET) and internationally recognized standards, including the Global Reporting Initiative (GRI Standards).

Sustainability topics are identified, assessed, and prioritized through a structured materiality assessment process, considering both business impact and stakeholder interest. This process supports effective risk management, strategic decision-making, and the disclosure of material topics in accordance with GRI 3: Material Topics 2021. The Company regularly reviews and updates its material topics to ensure continued relevance to its operations and stakeholder expectations, thereby strengthening stakeholder trust and accountability.

The Company remains committed to conducting business ethically and responsibly, while creating long-term economic value for all stakeholders. Our approach integrates ESG considerations into core business processes, risk management frameworks, and performance evaluation systems.

In line with our Sustainability Strategy and commitment to the United Nations Sustainable Development Goals (UN SDGs), the Company has established a target to achieve net zero greenhouse gas (GHG) emissions by 2030. To support this

target, we implement initiatives aligned with GRI 302: Energy, GRI 303: Water and Effluents, and GRI 305: Emissions. These include:

- Improving energy efficiency through smart energy management systems and sensor-based technologies in guest rooms

- Enhancing water use efficiency across operations

- Reducing greenhouse gas emissions across the value chain





- Promoting sustainable sourcing practices, particularly in food and beverage operations





In addition, the Company implements waste reduction and circular economy practices in line with GRI 306: Waste, including minimizing operational waste and transitioning to environmentally friendly and biodegradable in-room amenities.






On the social dimension, the Company upholds high standards of health, safety, and hygiene in accordance with GRI 416: Customer Health and Safety. We ensure that all food and beverage products meet stringent safety and quality requirements, while actively managing food waste through improved operational controls and staff engagement.



Through these efforts, the Company strengthens its ESG performance, enhances disclosure quality, and ensures alignment with both SET ESG expectations and GRI Standards, supporting long-term resilience, competitiveness, and sustainable value creation.

The Erawan Group's Sustainability Goals

Corporate's Material Sustainability Issues	Goals	Consistence with the Sustainable Development Goals (SDGs)
Environment		
Energy Conservation	<ul style="list-style-type: none"> ● Reduce electricity consumption by 10% by 2030 compared to the 2023 baseline ● Increase renewable energy consumption by 10% by 2027 compared to the 2023 baseline (unit: kilowatt-hours) 	
Green House Gas Mitigation	<ul style="list-style-type: none"> ● Increase GHG emissions reductions from operations under the Low Emission Support Scheme (LESS) by 10% by 2030 compared to the 2023 baseline (unit: tons of carbon dioxide equivalent – tCO₂e) ● Achieve carbon neutrality by 2030, where GHG emissions released into the atmosphere equal the amount removed ● Achieve Net Zero greenhouse gas emissions by 2050 	
Water Management	<ul style="list-style-type: none"> ● Reduce net water consumption per revenue by 10% by 2030 compared to the 2023 baseline (unit: cubic meters) 	
Waste Management	<ul style="list-style-type: none"> ● Non-hazardous waste sent to landfill per revenue reduced by 10% by 2030 compared to the 2023 baseline (unit: tons per million Baht) 	

Social		
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> • Zero work-related fatalities among employees (target = 0) • Zero work-related fatalities among contractors and business partners (target = 0) • Lost Time Injury Frequency Rate (LTIFR) among employees reduced by 20% by 2027 compared to the 2023 baseline • Lost Time Injury Frequency Rate (LTIFR) among contractors and business partners reduced by 10% by 2027 compared to the 2023 baseline • Zero complaints related to occupational health and safety from employees, contractors, and business partners (target = 0) 	
<p>Customer Experience</p>	<ul style="list-style-type: none"> • Customer satisfaction score to exceed 85% by 2027 and increase to 90% by 2032 	
<p>Diversity, Equity, and Inclusion (DEI)</p>	<ul style="list-style-type: none"> • Ensure equal employment opportunities with zero discrimination • Include and support vulnerable groups in suitable employment, representing at least 1% of total employees 	
<p>Employment, Career and Community Economic Development)</p>	<ul style="list-style-type: none"> • Support internship and vocational training programs for local students • Promote local community products as part of hotel services, such as spa treatments, souvenirs, and local cuisine 	

<p>Employee Development & Capacity Building</p>	<ul style="list-style-type: none"> ● Provide a minimum of 60 training hours per employee per year 	
<p>Employee Engagement and Labor Equitable Treatment</p>	<ul style="list-style-type: none"> ● Achieve an average employee engagement survey score of 92% by 2027 	
<p>Governance and Economic</p>		
<p>Human Trafficking and Sexual Exploitation</p>	<ul style="list-style-type: none"> ● Zero incidents of human rights violations (target = 0) 	
<p>Excellent Business Operational</p>	<ul style="list-style-type: none"> ● Continuously elevate service quality in alignment with international standards. ● Enhance operational efficiency through the integration of innovative solutions and digital technologies. ● Foster an organizational culture rooted in responsibility and active stakeholder engagement. 	
<p>Compliance with regulations and management of sustainability-related risks.</p>	<ul style="list-style-type: none"> ● Integrate sustainability-related risks into strategic decision-making processes. ● Strengthen governance and ensure comprehensive and continuous adherence to ESG regulations. 	

Governance and Economic (Cont.)		
<p>Sustainable management of the business supply chain and procurement processes.</p>	<ul style="list-style-type: none"> • Encourage procurement from local businesses and suppliers with a commitment to sustainability. • Develop a system for evaluating and monitoring suppliers based on ESG standards 	
<p>Anti-Corruption</p>	<ul style="list-style-type: none"> • Zero complaints related to corruption and misconduct (Total = 0) 	



Source: United Nations Sustainable Development Goals (sdgs.un.org)

World **Ozone** Day 2025



Sustainable Development Committee Report

Dear Shareholders, Customers, Employees, Business Partners, and All Stakeholders,

The Sustainability Development Committee of The Erawan Group Public Company Limited recognizes its role and responsibility in driving the Company's resilient growth while creating long-term value for the economy, society, and the environment amid the rapidly evolving hospitality industry. The Company is committed to integrating Environmental, Social, and Governance (ESG) principles into every decision-making process, strategic direction, and organizational culture to ensure balanced, responsible operations and deliver tangible sustainability outcomes.

This commitment is reflected in the Company's achievements, including its selection as one of the ESG100 securities and the attainment of an "A" rating in the SET ESG Ratings 2025. This recognition affirms the Company's ESG performance as meeting market standards and being well recognized within the capital market.

In 2025, the Sustainability Development Committee advanced ESG initiatives in a concrete and systematic manner to support business growth alongside social and environmental responsibility. The Committee comprises 11 executives, chaired by Mr. Youssef El Kamari, Director and President. The Sustainability Development and Corporate Communications Unit, together with designated functions assigned by the Committee, serves as the operational driver of the Company's sustainability agenda. During the year, the Committee convened two meetings, with details of attendance as follows:

First - Lastname	Position	Meeting Attendance (Time)
Mr. Youssef EL KHOMRI	Chairman	2/2
Mr. Navarat Tamsuwan	Member	2/2
Ms. Kanokwan Thongsivarugs	Member	2/2
Ms. Sangjun Oranrittinun	Member	2/2
Ms. Suvimon Rojkangsadan	Member	1/2
Ms. Ploi Aranyakanond	Member	2/2
Mr. Powpan Werakul	Member	2/2
Mr. Sebastian Frederic Salmon	Member	2/2
Ms. Pichanun Boonpromgul	Member	1/2
Ms. Nalinee Krisadavivat	Member	2/2
Dr. Arisna Rochanapruk	Secretary	2/2

In terms of corporate governance, the Company places strong emphasis on ethical, transparent, and accountable management, with a firm commitment to zero tolerance for all forms of corruption. These practices are aligned with the principles of Good Corporate Governance (CG) and the guidelines of the Thai Private Sector Collective Action Against Corruption (CAC).

With respect to business operations, the Company focuses on advancing sustainable service development through the creation of environmentally friendly innovations, while preparing the transition toward a bio-based business model. These efforts aim to reduce environmental impacts and respond to the long-term expectations of customers and society.

Performance of the Sustainability Development Committee

1. The Committee reviewed and announced the Human Rights Policy and the Sustainability Policy to ensure that all directors, executives, and employees at every level acknowledge and adhere to these policies as shared guiding principles across all functions. This alignment ensures consistent implementation in line with the Company's sustainability objectives, as follows:
 - 1.1 The Human Rights Policy was announced to ensure that all employees and all stakeholder groups are treated fairly and equitably, and that their fundamental rights are respected, protected, and upheld.
 - 1.2 The Sustainability Policy was announced to promote the practical and measurable advancement of sustainable development. Sustainability is embedded as an integral part of the roles and responsibilities of the Board of Directors, management, and all employees, who collectively drive the achievement of the Company's sustainability goals in accordance with the established framework.
2. The Company is committed to creating shared value with society through the continuous implementation of social initiatives aligned with the United Nations Sustainable Development Goals (SDGs). These include reforestation projects to conserve natural resources (SDG 13 and SDG 15); vocational training and community employment programs under the HOP NextGen initiative to promote decent work and sustainable economic growth (SDG 8); and the sponsorship of charity running events in collaboration with Rajavithi Hospital, a public hospital, to support access to healthcare services (SDG 3). In addition, the Company provided assistance to communities affected by major flooding in the southern region of Thailand, including the families of employees impacted in Hat Yai District, through donations of essential relief supplies. This effort was supported by the Royal Thai Air Force in the transportation of donated items, helping to alleviate hardship and strengthen community resilience (SDG 1 and SDG 11).
3. The Sustainability Development Committee provided oversight and actively promoted the adoption of innovation and technology to continuously improve energy and water efficiency across hotels and guest rooms. These efforts were complemented by the expansion of clean energy use through the installation of solar rooftop systems, supporting energy cost reduction, and mitigating long-term environmental impacts.
4. The Committee encouraged the Company to collaborate with suppliers and business partners in the effective management of food waste and landfill waste. The focus is on waste reduction at the source, waste segregation, and efficient waste management practices in accordance with circular economy principles and the efficient use of resources.

In addition, the Committee oversaw the Company's alignment with relevant government policies on energy management and sustainable tourism. This includes participation in the Tourism Authority of Thailand's "Trusted Thailand" Safe Accommodation Certification Program, which aims to enhance safety and service standards while strengthening confidence among tourists and all stakeholder groups.

Mr. Youssef EL KHOMRI
Chairman of the Sustainability Development Committee



H Holiday Inn
BY IHG
CEBU CITY



H Holiday Inn
CEBU CITY

H Holiday Inn
AN IHG HOTEL
CEBU CITY



10/10 EXCELLENT

Absolutely fantastic! From the moment we checked in to the time we checked out, the experience was exceptional. Staying for two weeks truly made us feel at home. The room was spotless and comfortable, and the staff were incredibly attentive—especially the restaurant team, including Rasheed, Joyz, Angelica, Rhea, Janet, and Lovely (and so many more we wish we could name!). The breakfast spread was impressive, featuring made-to-order eggs, pancakes, rice, bacon, a coffee bar, and a wide variety of pastries and fresh fruits. The nearby mall is just a short walk away and offers countless dining options. This has become our favorite spot whenever we're in Cebu!

-Pamela, April 2025



Booking.com



Perfect welcome, perfect transfer organization, spacious and very comfortable room, dinner and breakfast buffet with a choice more than important and excellent, I recommend this hotel for a night in Cebu before a departure for the islands because it is close to the airport and the port.

Vanessa, from France 🇫🇷



H Holiday Inn
AN IHG HOTEL
CEBU CITY



10/10 EXCELLENT

All of the above! This is our third year in a row stay. I just love the Holiday Inn Cebu City here in Ayala. Very reasonable price, clean, excellent staff, very close to Ayala Mall

-Marian Union, February 2025



Key Sustainability Highlights of The Erawan Group

“Balanced growth that creates value for all stakeholders equally, based on social and environmental responsibility.”

The Erawan Group is dedicated to transparently disclosing our Environmental, Social, Governance, and Economic (ESG+E) performance, recognizing that sustainable operations are fundamental to generating long-term stakeholder value. These elements serve as the primary drivers in our journey toward organizational excellence. In 2025, we defined our reporting scope to encompass 13 material issues, ensuring alignment with the Stock Exchange of Thailand (SET) guidelines and the Global Reporting Initiative (GRI) framework. By prioritizing these issues based on their impact on our business and stakeholders, we aim to reinforce trust and demonstrate our unwavering commitment to responsible growth. Our sustainability strategy is anchored in three core dimensions:



Environmental Dimensions: 4 Key Issues

- Energy Resilience and Greenhouse Gas Management
- Water Management
- Food Waste Management
- Waste Management



Social Dimensions: 7 Key Issues

- Occupational Health, Safety, and Well-being
- Delivering Customer Experience
- Diversity, Equity, and Inclusion (DEI)
- Employment, Career Development, and Community Economic Development
- Community Engagement and Sustainable Tourism
- Employee Capacity Building
- Building Employee Engagement and Providing Equal Care



Governance and Economic Dimension 5 Key Issues

- Sustainable Business Supply Chain and Procurement Management
- Compliance with Regulations and Management of Sustainability Risks
- Anti – Corruption Policy and Compliance
- Human Rights, Anti-Human Trafficking, and Sexual Exploitation

The Erawan Group views sustainability as more than impact mitigation; it is a catalyst for innovation and a primary driver of organizational resilience. By integrating sustainable practices into our core strategy, we strive to deliver "shared value" that transcends our business operations, empowering our communities, enriching society, and contributing to a more sustainable world.

Identification of Key Issues

The company has identified its material sustainability issues by integrating environmental, social, governance, and economic dimensions into our core business strategy. Our identification process involves a comprehensive analysis of the evolving operating environment, including internal strategic goals and external global trends. By evaluating emerging risks, opportunities, and the nuanced expectations of our stakeholders, we have defined 13 key sustainability issues that are fundamental to our long-term resilience:

Sustainability Materiality Assessment Process

The company maintains a dynamic approach to sustainability by continuously monitoring material issues that impact the tourism and hospitality sector. While we conduct a comprehensive Materiality Assessment every three years, we ensure our strategy remains agile through an annual review process. This cycle incorporates evolving global standards, emerging industry trends, and direct feedback from our stakeholders, ensuring our focus remains aligned with both global shifts and local impacts.

1. Issue Identification & Stakeholder Mapping Our Sustainability Task Force conducts specialized workshops to capture the interests and expectations of stakeholders across the entire value chain. By benchmarking against global hospitality trends and ESG standards, we identify

critical issues that intersect with our business operations. This stage ensures a comprehensive mapping of stakeholders and their specific relationship to the Group's long-term sustainability goals.

2. Impact Assessment & Prioritization Senior management performs a rigorous evaluation of the identified issues, analyzing their potential positive and negative impacts across environmental, social, and economic dimensions. Each issue is prioritized based on its materiality to the business and its stakeholders, specifically focusing on three critical impact vectors: Financial Resilience, Operational Continuity, and Reputational Integrity.

3. Validation & Governance To ensure high-level alignment and accountability, the Sustainability Task Force presents the prioritized materiality matrix to the Board of Directors. The Board reviews and formally approves these key issues, ensuring they are integrated into the Group's overarching corporate strategy.


4. Defining Reporting Boundaries To ensure precise and transparent disclosure, the company defines the specific reporting scope for all 13 material issues. This involves a cross-functional data collection process, gathering verified information from internal departments and external stakeholders to provide a holistic view of our performance.




5. Continuous Evolution & Stakeholder Insight The company views sustainability as a dynamic commitment. We conduct annual reviews of our material issues to ensure they remain relevant in a shifting global landscape. We leverage in-depth stakeholder interviews as a strategic compass, refining our practices to ensure our sustainability initiatives remain effective, impactful, and seamlessly aligned with our business evolution.



Mercure Bangkok Sukhumvit 24

The Erawan Group has established a comprehensive sustainability strategy that serves as the blueprint for our operations, ensuring they remain anchored in sustainable development principles. This framework is meticulously aligned with our material ESG issues, the United Nations Sustainable Development Goals (SDGs), and Thailand’s Nationally Determined Contributions (NDCs). By bridging local action with global ambitions, this strategy provides clear operational guidelines and project roadmaps across the following key dimensions:

Sustainability Development Strategy		
<p>Serve sustainable lifestyles for all</p> <p>Committed to promoting an environmentally friendly lifestyle.</p>	<p>Inspire employees with E-P-I-C</p> <p>Fostering employee understanding through the E-P-I-C.</p> 	<p>Empower partners and communities with our excellence and expertise</p> <p>Building partnerships with external experts and stakeholders across the business value chain to foster a sustainable society and environment.</p>
<p>Conduct good practices in compliance with law, regulations, and global standards</p>		

The Erawan Group’s Goals in Alignment with the United Nations’ Sustainable Development Goals (SDGs)		
<p>Environmental Goals</p>  <ul style="list-style-type: none"> ● Increase the share of renewable energy usage across operations ● All hotels under the company’s management are committed to supporting energy reduction efforts ● Promote carbon neutrality and strive toward net-zero greenhouse gas emissions ● Encourage sustainable water stewardship practices ● Reduce landfill waste and enhance resource efficiency through the 3Rs (Reduce, Reuse, Recycle) ● Minimize food waste 	<p>Social Goals</p>  <ul style="list-style-type: none"> ● Zero workplace accident incidents reported ● Each employee shall receive a minimum of 60 hours of training per year. ● Promote the well-being of employees, customers, partners, and communities ● Enhance workforce skills and improve work processes ● Support local communities through knowledge-sharing to create jobs and sustainable livelihoods 	<p>Governance Goals</p>  <ul style="list-style-type: none"> ● Promote business practices among partners that consider social, economic, and environmental impacts ● Build partnerships to strengthen the capacity to respond to economic, social, and environmental changes ● Assess suppliers on sustainability-related criteria ● Zero cases of code of conduct violations or corruption across the company and its subsidiaries

Managing Stakeholders Impacts on the Business Value Chain Towards Sustainability Growth

To ensure long-term business resilience and sustainable value creation, The Erawan Group Public Company Limited recognizes the importance of identifying, assessing, and managing both positive and negative impacts, risks, and opportunities arising from its operations across Environmental, Social, and Governance (ESG) dimensions. These considerations form the foundation of the Company's strategy for sustainable growth within the service and tourism industry, in alignment with internationally recognized sustainability reporting frameworks.

The Company has conducted a holistic assessment of its entire business value chain, encompassing project sourcing and development, selection and management of business partners and suppliers, hotel operations under international brands, customer experience management, human capital management, cost and resource efficiency, and the promotion of sustainable development within local communities. This value chain approach supports the identification of material sustainability topics, including climate-related and other ESG-related impacts, risks, and opportunities that may affect the Company's business model, financial performance, position, and prospects.

In reference to GRI Standards, the Company has systematically identified key stakeholder groups, including investors, customers, employees, suppliers, local communities, government authorities, and the media, who may be affected by or have an influence on the Company's activities. The Erawan Group maintains

regular, structured stakeholder engagement through appropriate communication channels to understand stakeholder needs, expectations, and concerns. Feedback obtained through these engagements informs the Company's materiality assessment, risk management processes, and strategic decision-making.

Stakeholder insights are integrated into ongoing improvements in operational practices, policies, and controls, enabling the Company to effectively manage ESG-related risks and enhance opportunities, including those associated with climate change, human capital, service quality, and community relations. This approach supports transparent governance, accountability, and continuous improvement in sustainability performance.

Through disciplined ESG management and active stakeholder engagement, The Erawan Group aims to create shared value for stakeholders while strengthening long-term enterprise value and business resilience. This commitment reflects the Company's mission to be a "sustainable hotel development and management company," operating responsibly and contributing to improved quality of life for society and the environment, while supporting sustainable returns for investors.

The Erawan Group Business Value Chain

The company applies a value chain approach in line with the Global Reporting Initiative (GRI) Standards to identify, assess, and manage its economic, environmental, and social impacts across all stages of its operations. This holistic view supports impact-based management, strengthens risk mitigation, and enables sustainable value creation for all stakeholders.

Upstream Activities (Supply Chain & Development)

The value chain begins with project sourcing, feasibility assessment, and hotel development. The Company integrates sustainability criteria into site selection, design, and construction processes, focusing on resource efficiency and environmental impact reduction. Responsible procurement practices guide the selection of contractors, suppliers, and business partners, emphasizing ethical conduct, compliance, and ESG performance (aligned with GRI 2 and GRI 308/414).

Core Operations (Hotel Management & Service Delivery)

At the operational level, the Company manages hotels under internationally recognized brands, ensuring consistent service quality and operational efficiency. Key activities include guest experience management, revenue generation, cost control, and implementation of sustainability initiatives such as energy efficiency, water conservation, and waste management (GRI 302, 303, 306). Human capital management is central, with a focus on employee well-being, diversity and inclusion, training, and fair labor practices (GRI 401–404).

Downstream Activities (Customer & Community Engagement)

The Company delivers value through high-quality guest experiences while promoting responsible tourism. Customer satisfaction, health and safety, and data privacy are key priorities. Beyond operations, The Erawan Group actively engages with local communities through social initiatives, employment opportunities, and partnerships that support local economic development (GRI 413).

Supporting Functions (Governance & Risk Management)

Strong corporate governance underpins all value chain activities. The Company upholds ethical business practices, transparency, anti-corruption measures, and regulatory compliance (GRI 205, 206). Risk management and internal control systems are embedded to ensure resilience and accountability across operations.

Stakeholder Engagement & Continuous Improvement

Across the entire value chain, the Company maintains ongoing engagement with key stakeholders including investors, customers, employees, suppliers, communities, and regulators. Feedback mechanisms are used to identify material topics (GRI 3) and continuously enhance performance and disclosures.

Through this integrated business value chain, The Erawan Group reinforces its commitment to sustainable growth, operational excellence, and shared value creation, supporting its vision to be a leading sustainable hotel development and management company.

The Erawan Group Business Value Chain



At The Erawan Group Public Company Limited, sustainability is embedded throughout our business value chain and integrated into our corporate strategy, enabling the Company to create long-term economic, environmental, and social value for stakeholders while supporting responsible business growth. In alignment with the principles of the Global Reporting Initiative (GRI) Standards and FTSE Russell ESG considerations, the Company adopts a holistic approach to value creation through effective governance, risk management, stakeholder engagement, and sustainable operational practices.

Our value creation process begins with the assessment of strategic business opportunities, taking into consideration material sustainability topics, emerging market trends, climate-related risks and opportunities, regulatory developments, and stakeholder expectations. The Company incorporates responsible design and construction practices that emphasize resource efficiency, environmental impact reduction, climate resilience, and sustainable asset development throughout the project lifecycle.

Through proactive sales and marketing strategies, we strengthen brand value, promote responsible tourism, and foster meaningful engagement with customers, business partners, suppliers, and local communities. Effective management and governance frameworks serve as the foundation for transparent decision-making, ethical business conduct, regulatory compliance, enterprise risk management, and long-term business resilience.

The Company also prioritizes sustainable asset management to optimize operational efficiency, maintain high property standards, enhance asset value, and support long-term investment returns. In parallel, we continuously improve customer satisfaction and service quality by delivering hospitality experiences that reflect evolving consumer expectations, health and safety considerations, digital innovation, and sustainability principles.

By integrating sustainability considerations across our value chain, The Erawan Group aims to contribute to sustainable tourism development, strengthen stakeholder trust, and create shared value for society and the environment alongside sustainable long-term business performance.



The Erawan Group PCL operates under a core strategy centered on strategic asset ownership and maintaining a highly diversified portfolio. By integrating Environmental, Social, and Governance (ESG) criteria across the entire asset lifecycle, the Group ensures long-term resilience and shared value creation for all stakeholders. This holistic hospitality value chain is structured across three distinct operational phases: Upstream, Midstream, and Downstream.

- Upstream: Investment & Property Development** The lifecycle begins with thorough site acquisitions and comprehensive market feasibility studies aimed at identifying high-potential tourism destinations and regional growth hubs. Committed to environmental stewardship from the ground up, the Group prioritizes sustainable design and construction. This involves integrating eco-friendly infrastructure, maximizing resource efficiency, and embedding strict carbon reduction strategies into every new project.
- Midstream: Procurement & Operational excellence and responsible sourcing** define the midstream phase. The Group enforces sustainable vendor selection and ethical sourcing policies, placing a strong emphasis on localized procurement to stimulate local economies. This robust supply chain supports the multi-segment management of a diversified portfolio, successfully maximizing asset value across all ranges from luxury and midscale international offerings like Hyatt to widely recognized economy and budget brands like Hop Inn.
- Downstream: Customer Experience & Community Engagement** The value chain culminates in delivering premium customer experience and fostering deep community relationships. Driven by digital innovation, the Group leverages data to tailor guest experiences while maintaining robust information security frameworks to protect user privacy. Simultaneously, the Group actively drives local economy and destination enrichment by creating sustainable jobs, providing skill training, and respecting local cultural heritage to support sustainable, long-term tourism.

Underpinning this entire ecosystem are key success enablers that serve as the foundation for growth: continuous digital innovation, proactive community development, and a steadfast commitment to corporate governance. Through this integrated approach, The Erawan Group continues to build a resilient network that balances commercial success with sustainable societal progress.



Vue bar

Love at first

Stakeholder Engagement

The Erawan Group values all stakeholder groups equally and emphasizes a structured stakeholder identification and review process in accordance with organizational standards, which is conducted annually. This process is designed to foster mutual understanding, trust, and collaboration in driving the company toward sustainable goals.

The company has established a stakeholder engagement approach that promotes constructive participation through a variety of activities and communication channels. The frequency of engagement varies depending on the nature of each stakeholder relationship. Dedicated channels are provided to each stakeholder group, allowing them to share input and feedback that support the formulation of business strategies, action plans, and long-term sustainability initiatives. To mitigate business risks and potential impacts, The Erawan Group continually listens and responds to stakeholder expectations through ongoing dialogue.



Stakeholders Participation

The Erawan Group Public Company Limited recognizes stakeholder engagement as a key driver of sustainable business performance. The Company actively promotes open and transparent communication through a variety of channels to understand stakeholder needs, expectations, and feedback. These insights are systematically integrated into decision-making processes, strategic planning, operational execution, and business development to support long-term stability and sustainability.

This approach also strengthens risk management by helping to identify and mitigate potential issues that could impact the Company's reputation or disrupt operations, while enhancing value creation for all stakeholders.

The Company classifies its stakeholders into seven key groups as follows:

1. **Customers** – including hotel guests and visitors to retail and commercial areas.
2. **Employees** – covering directors, executives, and all staff members.
3. **Business Partners** – including entities engaged in joint business activities and strategic collaborations beyond product and service provision.
4. **Suppliers** – providers of goods and services supporting the Company's operations.
5. **Shareholders and Investors** – including investors and financial institutions.
6. **Regulatory Bodies** – encompassing government agencies, independent regulators, and relevant industry associations overseeing laws, rules, and standards applicable to the Company.
7. **Communities** – including communities surrounding the Company's operations and nearby areas.

Through this structured approach, The Erawan Group ensures inclusive engagement, responsive management, and alignment with its commitment to sustainable and responsible growth.

Stakeholders	Engagement Approaches	Stakeholders' expectations	Significant Operations
 <p>Customers</p>	<ul style="list-style-type: none"> • Website, Email • Social Media • Customer Satisfaction Surveys • Customer Meetings 	<ul style="list-style-type: none"> • Health, Safety, and Wellness Measures • Products and Services that Provide Value and Meet Customer Needs • Complete, Accurate, and Timely Disclosure of Promotional Information • Understanding Customer Behavior and Offering Services that Exceed Expectations without the Customer Asking • Timely Resolution of Issues and Complaints • Maintaining Customer Security and Privacy • Modern Technology and Facilities that Effectively Meet Customer Needs 	<ul style="list-style-type: none"> • Comply with the Health and Wellness Policies of the Ministry of Public Health and the Hotel Chain, and Implement Measures to Enhance Customer Confidence in Cleanliness According to SHA PLUS Standards • Developing Modern Technologies and Innovations to Provide Services that Reach Target Customer Groups • Address Customer Complaints or Suggestions to Continuously Improve and Introduce New Services • Promote Ongoing Learning to Develop Customer Service Skills for Employees at All Levels • Design Hotels and Services to Meet Standards and Accommodate All Customer Groups • Continuously Adapt Promotions to Meet Customer Demands • Communicate with Customers via Online Channels and



		Regularly Update Information
<ul style="list-style-type: none"> Internal Communication through HRHO Email Channels Group LINE Application: ERAWAN The Erawan Group Intranet Annual Meetings (Town Hall Meetings) Team Meetings Training and Development Sessions Surveys and Feedback 	<ul style="list-style-type: none"> Workplace Safety Flexible Work Management Compensation, Benefits, and Welfare Opportunities for Employee Development and Career Advancement Achievements and Awards Received from the Company Volunteering Activities and Participation in Various Projects 	<ul style="list-style-type: none"> Provide opportunities for individuals of all ethnicities to join as employees through recruitment and hiring processes. Consider compensation based on performance and abilities, in accordance with the company's policies, and benchmarked against the same industry. Develop Individual Development Plans (IDP) for employees. Establish the ERW Digital Learning Center as an online learning platform, enabling employees to learn anytime, anywhere. Promote organizational values and culture through training, activities, and knowledge-sharing programs. Encourage career advancement through job rotation, transfers, and promotions. Ensure the health, hygiene, safety, and work environment during health crises such as the COVID-



		<p>19 pandemic by providing access to vaccines, implementing work-from-home (WFH) policies, and other measures as requested by government authorities.</p>
<ul style="list-style-type: none"> • Shareholders' Meeting • Disclosure of information through the Stock Exchange of Thailand (SET) • Website • 56-1 One Report • Analysts' Meeting / Opportunity Day • Email: Companysecretary@theerawan.com • IR Meeting 	<ul style="list-style-type: none"> • Providing opportunities for shareholders and investors to participate and express opinions on the company's business performance • Sustainable business growth and attractive investment returns (higher dividends, stock market value growth, strong performance) • Clear, accurate, complete, and timely disclosure of information • Good corporate governance, transparency, and adherence to business ethics • Clear communication channels • Compliance with terms, agreements, obligations, and timely payments 	<ul style="list-style-type: none"> • Conduct business in accordance with principles of transparent and ethical corporate governance • Present the company's performance, goals, plans, and risk management strategies • Equally listen to opinions and suggestions from shareholders • Foster relationships and engage in regular activities with investors, shareholders, and financial institutions • Provide opportunities for shareholders to participate in expressing opinions or have convenient channels to inquire about matters related to business operations
<ul style="list-style-type: none"> • Business Partner Meetings • Evaluation of Suppliers according to the company's standards, including: 	<ul style="list-style-type: none"> • Maintaining service quality standards and sustainability in 	<ul style="list-style-type: none"> • A transparent, fair, and auditable procurement process




<ul style="list-style-type: none"> • Supplier Code of Conduct • Human Rights for Suppliers • Mutual Agreement Signing • Inspection of Safety and Hygiene Standards in the Hotel's Procurement Operations 	<p>business operations with partners</p> <ul style="list-style-type: none"> • Collaboration between the company and partners in managing risks throughout the supply chain • Creating engagement between partners and other stakeholders in management • Providing complete information and treating partners fairly • Emphasizing the procurement process • Establishing transparent and fair procedures • Creating mutual business value • Providing timely support when partners report being impacted by related transactions 	<ul style="list-style-type: none"> • Ethics and business conduct in operations • Collaborating to develop products and services that reduce impacts on society and the environment • Working together to combat corruption • Classifying and segmenting partner groups to manage supply chain risks
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<ul style="list-style-type: none"> • Quarterly Meetings 	<ul style="list-style-type: none"> • Conduct business together as mutually beneficial and sustainable partners • Build a strong long-term network of partners 	<ul style="list-style-type: none"> • Establish ethics and business conduct guidelines • Collaborating in developing raw materials and products • Cooperate in opposing all forms of corruption
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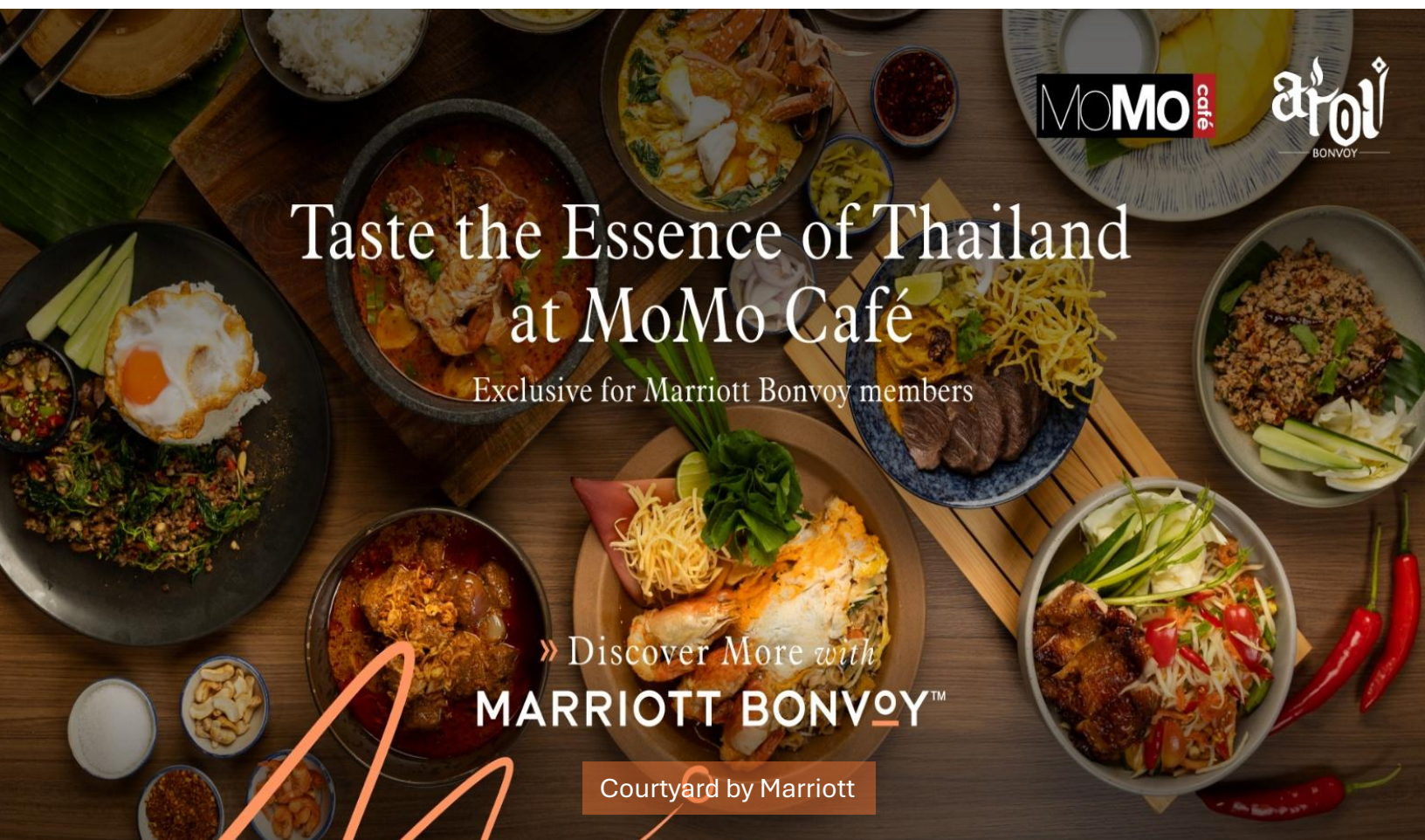
<ul style="list-style-type: none"> • Community collaboration activities around the hotel • EIA surveys to gather community feedback in the surrounding construction area • Hold focus group meetings 	<ul style="list-style-type: none"> • Living together without conflicts • Listening to complaints and resolving issues promptly 	<ul style="list-style-type: none"> • Listening to issues and collaboratively finding solutions to build good relationships for mutual coexistence
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<ul style="list-style-type: none"> ● Create collaboration through various projects 	<ul style="list-style-type: none"> ● Long-term cooperation ● Preserving local culture ● Creating jobs or promoting careers and economic growth in the community ● Promoting education in the community ● Promoting the environment and community care ● Community safety ● Human rights, including labor rights ● Developing the local economy 	<ul style="list-style-type: none"> ● Supporting community involvement in activities ● Supporting education for youth in the community ● Promoting skills and sharing knowledge for the benefit of the overall community ● Hiring locally and supporting community products ● Supporting the preservation of local identity ● Organizing volunteer activities and providing internships for students ● Using local raw materials ● Promoting local employment ● Protecting and restoring biodiversity ● Promoting human rights ● Caring for and sharing to create value for society ● Corporate governance and business ethics
 <ul style="list-style-type: none"> ● Community collaboration activities around the hotel ● EIA surveys to gather community feedback in the surrounding construction area ● Hold focus group meetings ● Create collaboration through various projects 	<ul style="list-style-type: none"> ● Compliance with regulations ● Collaboration on environmental policies ● Transparency in tax practices ● Labor Welfare and Safety 	<ul style="list-style-type: none"> ● Conduct business with transparency, adhering to corporate governance and ethical principles ● Do not support illegal activities and



Regulatory Agencies

<ul style="list-style-type: none"> • Continuous participation in activities and projects with government agencies • Building relationships through joint operations • Listening to and providing feedback on the enforcement of laws by government agencies • Complying with laws, regulations, and policies set by regulatory agencies • Reporting operational performance and results to relevant government agencies as required 	<ul style="list-style-type: none"> • Human rights and labor practices in accordance with the law • Appropriate social and environmental management 	<p>oppose all forms of corruption</p> <ul style="list-style-type: none"> • Cooperate with relevant government policies • Ensure corporate governance and promote business ethics • Manage the supply chain responsibly • Comply fully with relevant reporting standards • Participating in government initiatives such as LESS and ESG Disclosure
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Mercure Pattaya Ocean Resort

Supplier Management and Supplier Screening in the Supply Chain

Suppliers are recognized as a key stakeholder group of The Erawan Group Public Company Limited. The Company places strong emphasis on continuous engagement and open communication with suppliers, guided by principles of fairness, mutual development, quality improvement, and capacity building to enable effective and long-term collaboration.

To strengthen supply chain risk management, the Company has established clear criteria for identifying critical supplier groups. This includes robust screening and selection processes, transparent payment practices, and the implementation of a Supplier Code of Conduct. These measures aim to promote ethical business practices, enhance transparency, and support the development of a responsible and sustainable supply chain.

Supplier Prioritization Criteria (Critical-Tier Suppliers)

The Erawan Group has established supplier prioritization criteria to effectively assess risks and manage its business supply chain. Suppliers are categorized into two main groups:

1. **By Transaction Value:** Suppliers or contractors with trading volumes exceeding 3% of the company's total supplier spending are classified as Critical Tier-1 Suppliers due to their strategic significance.
2. **By Type of Service:** The company's operations are divided into three main segments:
 - 2.1 Head Office Operations
 - 2.2 Project Development
 - 2.3 Hotel Business Operations

Critical Tier 1 suppliers refer to suppliers that conduct business directly with The Erawan Group and are considered strategically important to the Company's operations, products, and services.

Critical non-Tier 1 suppliers (General Supplier) refer to upstream suppliers or business partners that do not directly conduct business with the Company but may have significant impacts on the Company's value chain and sustainability performance.

CORPORATE'S SUPPLIERS BY GROUP

Our supplier network plays a vital role in delivering quality and creating value across our hotels, projects, and offices.

SUPPLIER CATEGORY	HOTEL	PROJECT	OFFICE	TOTAL
 Total number of Suppliers (Company)	3,367	195	509	4,048
 Critical 1-Tier (Company)	27	11	6	45
 Number of General Supplier (Company)	3,340	184	503	3,975



We are committed to building strong partnerships with our suppliers and promoting responsible and sustainable business practices.



Supplier’s Pre-Qualification and Selection Criteria

To enhance operational efficiency and mitigate potential risks within the supply chain, the company has established

แนวทางการดำเนินงานเพื่อความยั่งยืน
SUSTAINABLE BUSINESS PRACTICES

เรามุ่งเน้นดำเนินธุรกิจอย่างมีความรับผิดชอบต่อ
โปร่งใส และยั่งยืน ครอบคลุมทุกมิติ
ตลอดห่วงโซ่คุณค่า

- ✓ **คุณภาพของสินค้า/บริการ** (Quality of Product/Service)
- ✓ **ความสามารถในการผลิต** (Ability to Produce)
- ✓ **การตรวจสอบผลิตภัณฑ์และที่มาผลิตภัณฑ์** (Product Quality Audit and Traceability)
- ✓ **คุณภาพด้านการส่งมอบสินค้า** (Quality of Delivery)
- ✓ **คุณภาพการให้บริการหลังการขาย** (After-sale Service)
- ✓ **ความสามารถในการแข่งขันด้านเงื่อนไขทางการค้า** (Competitive Ability in Terms of Trade Conditions)
- ✓ **มีประวัติทางการเงินที่เชื่อถือได้** (Reliable Financial)
- ✓ **ชื่อเสียงของบริษัทฯ** (Company's Reputation)
- ✓ **การดำเนินงานด้านความยั่งยืนตามกรอบ ESG**

รับผิดชอบต่อผู้มีส่วนได้ส่วนเสีย
สร้างความเชื่อมั่นและ
ความพึงพอใจแก่ทุกฝ่าย

ใส่ใจสิ่งแวดล้อม
ใช้ทรัพยากรอย่างคุ้มค่า
ลดผลกระทบต่อสิ่งแวดล้อม

ดำเนินธุรกิจอย่างมีธรรมาภิบาล
โปร่งใส มีธรรมา
ตรวจสอบได้

สร้างคุณค่าอย่างยั่งยืน
เติบโตไปพร้อมกับสังคม
และสิ่งแวดล้อม

เติบโตอย่างสมดุล
กับสิ่งแวดล้อม

สร้างคุณภาพชีวิตที่ดี
ให้แก่มังคม

ยึดมั่นในหลักธรรมาภิบาล
และจรรยาบรรณ

มุ่งเน้นคุณภาพ
ที่ยั่งยืน

Supplier Risk Assessment

The company conducts analysis and prioritization of suppliers based on the value of goods and services purchased, as well as the type of services utilized. These criteria are used to rank suppliers for effective sustainability management.

preliminary screening criteria for suppliers (ERW’s Pre-Qualification Checklist), which include assessment topics covering the following areas:

In assessing potential risks within the supply chain, the company considers various risk factors that could impact organization across multiple dimensions, including but not limited to the following:

1. **Supply Risk Factors:** Whether the raw materials or products are scarce, supplied by a sole distributor, or non-substitutable products/services.
2. **Strategic Risk Factors:** Whether goods, materials, or services are critical to business operations.
3. **Social Risk Factors:** Whether the supplier operates responsibly, prioritizes occupational health and safety for contractors, practices fair employment without human rights violations, and is free from involvement in corruption or unethical behavior.
4. **Environmental Risk Factors:** Whether the supplier maintains environmentally friendly operational standards or products, such as experience in Green Hotel operations, compliance with green building standards, ISO 14001 environmental management certification, or the supply of eco-friendly products.
5. **Reputational Risk Factors:** Whether the supplier has a history or practices that could potentially harm the company’s reputation in the future

Supplier ESG Audit Monitor Report and Verification (MRV)

Criteria for Suppliers Subject to Annual On-Site ESG Audits

The Company has established clear criteria to identify suppliers for ESG audits based on their level of risk, operational significance, and potential impacts. In addition, the Company has established a criterion that the Top 5 Critical Tier 1 Suppliers, based on the highest procurement spend with the Company, are required to undergo annual on-site ESG audits. These suppliers are considered highly significant to the Company due to their substantial impact on operational costs and business continuity.

Project Development Suppliers

A risk-based selection approach is applied to Tier 1 suppliers involved in project development. The Company requires the top five critical suppliers identified based on transaction value, strategic importance, and potential impact on cost structure and business continuity to undergo annual on-site ESG audits. This approach aligns with GRI 308

(Supplier Environmental Assessment) and GRI 414 (Supplier Social Assessment), ensuring that high-impact suppliers are effectively monitored and managed.

Hotel Operation Suppliers

In hotel operations, particular emphasis is placed on food safety, hygiene, and service quality.

Suppliers within the food and beverage (F&B) category are therefore classified as critical due to their direct impact on customer health and brand reputation. For luxury properties such as The Naka Island, a Luxury Collection Resort & Spa, Phuket, the Company ensures that 100% of F&B suppliers undergo annual on-site ESG audits. This ensures compliance with the Company's ESG standards, as well as alignment with the best international practices in responsible sourcing and customer safety.



Credit Term Policy

The Company is committed to fair operating practices and responsible supply chain management, consistent with GRI 2 (General Disclosures) and FTSE Russell criteria on supply chain governance. It supports the financial liquidity and cash flow management of suppliers of all sizes through equitable and non-discriminatory treatment.

Recognizing that supplier financial stability is critical to operational continuity and long-term sustainability, the Company has implemented a structured credit term policy ranging from 7 to 60 days. The Company maintains a strong track record of timely payments, reinforcing supplier trust, strengthening partnerships, and contributing to a stable and resilient supply chain ecosystem.

Through these practices, The Erawan Group demonstrates its commitment to responsible procurement, risk management, and the promotion of sustainable business practices across its value chain.

CREDIT TERM

We provide our customers with fair and flexible payment terms to support strong, long-term partnerships.

DESCRIPTION	2022	2023	2024	2025
 Payment Period  (Average 1 Year)	 31 Days	 27 Days	 30 Days	 30 Days



Our credit terms reflect our commitment to building trust and delivering value responsibly.



Supplier Code of Conduct

With reference to the Thailand Supply Chain Network (TSCN) Code of Conduct emphasizes integrity, sustainability, and respect for all stakeholders.

Key principles include:

1) Environmental Conservation:

- **Resource Efficiency:** Minimize the use of water, energy, and raw materials to promote a circular economy. Establish targets to reduce waste and optimize resource utilization.
- **Emissions Reduction:** Measure and actively reduce greenhouse gas emissions (Scope 1, 2, and significant Scope 3). Implement strategies to transition towards renewable energy sources and support decarbonization efforts.
- **Pollution Prevention:** Take proactive measures to minimize air, water, and land pollution through responsible waste management, chemical handling, and pollution control technologies.

2) Social Responsibility:

- **Human Rights:** Respect and uphold internationally recognized human rights principles. Implement due diligence procedures to identify and address potential human rights abuses.
- **Labor Standards:** Ensure fair labor practices throughout the supply chain. Prohibit all forms of forced labor, child labor, and discrimination. Provide safe and healthy working conditions, fair wages, and reasonable working hours.
- **Community Engagement:** Build positive relationships with local communities where operations are located. Proactively seek to understand community needs and contribute to community development initiatives.

3) Governance and Ethic:

- **Anti-Corruption:** Maintain a zero-tolerance policy towards bribery, corruption, and unethical practices. Institute robust anti-corruption procedures and training for employees.

- **Transparency and Reporting:** Regularly disclose accurate and relevant information regarding ESG performance, including targets and progress.
- **Responsible Procurement:** Establish sustainable sourcing mechanisms. Engage with suppliers to promote adherence to this Code of Conduct and support their progress in achieving ESG goals.

For hotels operated under international brands, supplier management is conducted in accordance with brand owner requirements, including their Supplier Code of Conduct, which incorporates comprehensive environmental and social standards. For hotels under the HOP INN brand, the Company applies to its own Business Partner Code of Conduct, publicly disclosed on its corporate website, which is publicly available at <https://www.theerawan.com/en/corporate-governance/code-of-conduct>, ensuring consistent expectations on ethical, environmental, and social performance across the supply chain. This approach aligns with the Global Reporting Initiative (GRI) Standards, particularly GRI 2 (General Disclosures), GRI 308 (Supplier Environmental Assessment), and GRI 414 (Supplier Social Assessment).

The Company places strong emphasis on transparency, ethical conduct, and anti-corruption practices throughout its value chain. The Erawan Group Public Company Limited is a certified member of the Thai Private Sector Collective Action Against Corruption (CAC), reflecting its commitment to robust governance practices in line with GRI 205 (Anti-corruption). Furthermore, the Company actively encourages and supports its business partners to adopt similar standards, including participation in CAC or equivalent initiatives. This collective approach strengthens accountability, mitigates corruption risks, and contributes to the development of a transparent and sustainable business environment.

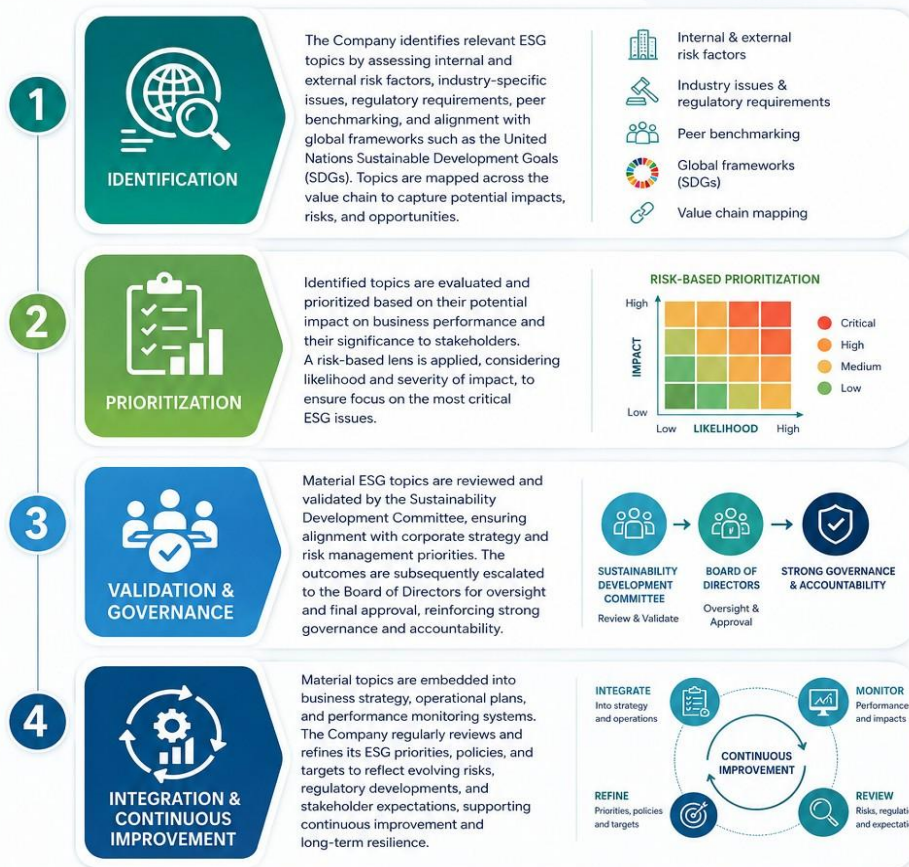


Process for Determining Material Sustainability Topics

The Erawan Group Public Company Limited identifies and manages topics of material sustainability through a structured, risk-based approach aligned with the FTSE Russell ESG framework. This process integrates ESG risks and opportunities into business strategy, ensuring alignment with long-term value creation and stakeholder expectations across economic, environmental, and social dimensions.

OUR APPROACH TO MATERIAL SUSTAINABILITY TOPICS

The Erawan Group identifies and manages material sustainability topics through a structured, risk-based approach aligned with the FTSE Russell ESG framework. This process integrates ESG risks and opportunities into business strategy, ensuring alignment with long-term value creation and stakeholder expectations across economic, environmental, and social dimensions.



Through this approach, The Erawan Group strengthens ESG risk management, enhances transparency, and supports sustainable business performance in line with international best practices.

- STRONGER ESG RISK MANAGEMENT
- ENHANCED TRANSPARENCY
- SUSTAINABLE BUSINESS PERFORMANCE
- ALIGNED WITH INTERNATIONAL BEST PRACTICES

1. Identification

The Company systematically identifies material ESG topics through a comprehensive assessment of both internal and external factors that may impact business operations, long-term growth, and stakeholder confidence. This process includes the evaluation of enterprise risks, emerging sustainability trends, industry-specific challenges, legal and regulatory developments, and evolving market expectations.

The Company also conducts peer benchmarking against leading organizations within the hospitality and service industry to identify best practices and emerging ESG priorities. In addition, internationally recognized frameworks and standards, including the United Nations Sustainable Development Goals (SDGs), FTSE Russell ESG framework, and relevant sustainability reporting standards, are referenced to ensure alignment with global expectations and investor requirements.

To strengthen the assessment process, ESG topics are mapped across the Company's value chain, covering upstream, operational, and downstream activities. This enables the Company to identify potential economic, environmental, and social impacts, as well as associated risks and opportunities that may affect stakeholders, business continuity, reputation, and long-term value creation.

2. Prioritization

Following identification, the Company evaluates and prioritizes material ESG topics using a structured risk-based methodology. Each topic is assessed based on its significance to stakeholders and its potential impact on the Company's business performance, operational resilience, financial outcomes, and corporate reputation. The prioritization process considers both the likelihood and severity of ESG-related impacts, including short-, medium-, and long-term implications. Stakeholder perspectives are also incorporated through engagement activities with employees, customers, investors, suppliers, business partners, communities, and regulators to better understand expectations and emerging concerns.

The assessment outcomes are then categorized according to their level of materiality, enabling the Company to focus resources, management attention, and strategic initiatives on the most critical sustainability issues. This approach supports proactive risk

management, informed decision-making, and alignment between sustainability priorities and business objectives.

3. Validation and Governance

Material ESG topics and assessment outcomes are reviewed and validated through the Company's governance structure to ensure consistency with corporate strategy, sustainability commitments, and enterprise risk management priorities. The Sustainability Development Committee plays a key role in overseeing the materiality assessment process, reviewing key findings, and ensuring that identified priorities appropriately reflect the Company's ESG risks and opportunities.

The validated material topics are subsequently escalated to the Board of Directors for oversight, strategic guidance, and final approval. This governance process reinforces accountability at all organizational levels and demonstrates the Company's commitment to transparent and responsible decision-making.

In addition, cross-functional collaboration among relevant business units and management teams is encouraged to ensure that ESG considerations are effectively integrated into operational and strategic planning processes. Through strong governance oversight, the Company enhances the credibility, transparency, and effectiveness of its sustainability management approach.

4. Integration and Continuous Improvement

The Company integrates material ESG topics into its corporate strategy, business plans, operational processes, and performance monitoring systems to ensure sustainability considerations are embedded throughout the organization. Relevant ESG priorities are translated into measurable targets, action plans, and management initiatives that support long-term business resilience and sustainable value creation.

To maintain effectiveness and responsiveness, the Company regularly reviews and updates its ESG priorities, policies, and targets in consideration of evolving business risks, stakeholder expectations, regulatory changes, industry developments, and global sustainability trends. Performance indicators and progress are monitored continuously to evaluate effectiveness and identify opportunities for improvement.

The Company also promotes a culture of continuous improvement by encouraging innovation, strengthening ESG awareness across the organization, and enhancing collaboration with stakeholders throughout the value chain. This ongoing process supports the Company’s ability to adapt to changing circumstances, manage emerging sustainability risks, and capture new opportunities for sustainable growth.

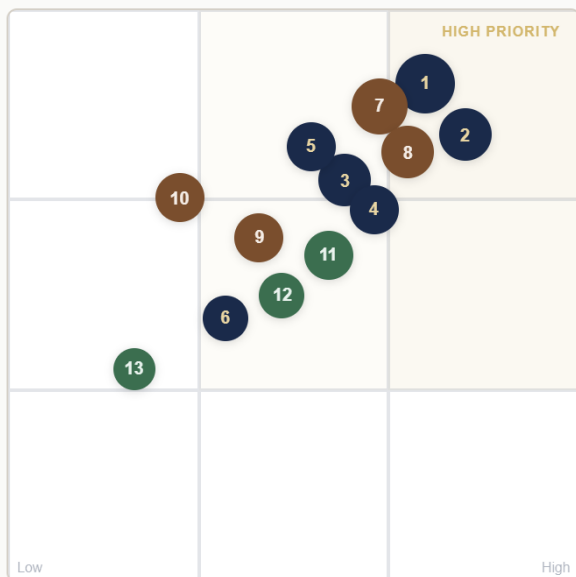
Through this structured and risk-based approach, The Erawan Group Public Company Limited strengthens ESG risk management, enhances transparency and stakeholder confidence, and supports sustainable business performance in alignment with international best practices and long-term corporate resilience.

SUSTAINABILITY REPORT 2025

Materiality Assessment

THE ERAWAN GROUP PLC

ERW : SET



← CORPORATE IMPORTANCE →
 ● Governance ● Social ● Environment

- ### GOVERNANCE
- 1 Good Governance
 - 2 Customer Satisfaction Development
 - 3 Risk Management
 - 4 Business Innovation & Technological Adaptation
 - 5 Data and Information System Security
 - 6 Supply Chain Management

- ### SOCIAL
- 7 Safety and Occupational Health
 - 8 Human Resource Management and Development
 - 9 Human Rights
 - 10 Engagement in Local Supplier and Community Development

- ### ENVIRONMENT
- 11 Efficient Resource Utilization
 - 12 Greenhouse Gas Management
 - 13 Biodiversity Management



Making Our Planet Resilient

Sustainability Development Management in Environmental

Environmental Stewardship

The Erawan Group Public Company Limited is committed to conducting its business in alignment with environmental stewardship principles. The Company adopts a risk-based approach to environmental management, focusing on minimizing environmental impacts while enhancing operational efficiency and long-term resilience.

The Company has established a formal Environmental Policy that guides the efficient use of natural resources, pollution prevention, and impact mitigation across its value chain. Environmental considerations are systematically integrated into business operations, investment decisions, and supply chain management, ensuring compliance with applicable laws, regulatory requirements, and customer standards.

To strengthen governance and performance, the Company implements ongoing environmental monitoring, internal controls, and regular audits. These processes support the identification and management of environmental risks and opportunities, in line with international best practices.

Furthermore, The Erawan Group has achieved certification under ISO 14001, demonstrating its commitment to a structured environmental management system, continuous improvement, and accountability in environmental performance.

Through this integrated approach, the Company reinforces its commitment to sustainable operations, regulatory compliance, and long-term value creation.

The company has set environmental sustainability goals supported by strategies encompassing four key dimensions:

1. Efficient Energy Management
2. Efficient Water and Wastewater Management
3. Efficient Waste and Material Management
4. Greenhouse Gas Management



Material Sustainability Issues

Environmental Management

Energy Efficiency and GHG Emissions Management



The Erawan Group Public Company Limited is committed to supporting Thailand’s sustainability agenda, particularly the national goal of achieving net-zero greenhouse gas (GHG) emissions. The Company actively works to minimize climate-related impacts by reducing emissions from its operations and fostering collaboration across its value chain. This is driven through proactive energy management, emissions reduction initiatives, and continuous performance improvement to deliver long-term environmental benefits.

In line with national ambitions and global climate action, the Company has established its Net Zero target in alignment with Thailand’s Nationally Determined Contribution (NDC), accelerating its commitment by 15 years from 2065 to 2050.



Business Opportunities and Challenges

Opportunities

- Reduce long-term business costs through decreased energy consumption
- Gain a competitive cost advantage, particularly for budget hotels
- Attract international guests and environmentally conscious travelers by supporting and promoting sustainable tourism and lifestyle choices
- Increase access to green financing and enhance appeal to investors and relevant stakeholders

Opportunities and Challenges

- The challenge of sourcing alternative energy during peak demand periods, such as the tourism season
- The need to reduce reliance on traditional fuel sources while maintaining service quality and customer satisfaction

Key Operational Approaches

- **Use of Renewable and Clean Energy:** Increase the proportion of renewable and environmentally friendly energy sources tailored to each business unit, reducing dependence on conventional energy
- **Sustainable Design and Construction:** Integrate energy considerations from the design and development stages, including the use of low-carbon construction materials and energy-efficient, environmentally friendly appliances
- **Energy Efficiency Improvement:** Conduct regular maintenance, inspections, and upgrades of electrical equipment to optimize performance and energy use, while adopting energy-saving technologies and innovations
- **Monitoring and Reducing Greenhouse Gas Emissions:** Continuously track and assess emissions to establish long-term strategies for reduction and offsetting
- **Environmentally Friendly Operations:** Improve waste separation, food waste management, and the use of low-emission products, while encouraging and facilitating sustainable lifestyles for guests.
- **Support for Carbon Reduction and Offset Projects:** Promote the conservation of natural resources on land and in marine environments, as well as expanding green spaces to absorb greenhouse gases

ERAWAN GROUP

Electricity usage

All owned properties and operations in Thailand · Unit: kilowatt-hours



Note 1 — Tourism recovery in Thailand (2023–2024) drove higher guest volumes across Erawan Group hotels, increasing electricity demand.

Note 2 — This report covers all properties owned and operated by the company within Thailand.



Left: Installation of Solar Rooftop at the Naka, a luxury resort and spa, Phuket



Right: Upgrading Chiller Plant System at JW Marriott Bangkok

Outstanding Performance in Energy Management

The hotel and shopping center businesses are major consumers of electricity, primarily due to the operational activities and services provided to guests. Reducing energy consumption within this industry is challenging. However, the company has launched projects aimed at improving energy efficiency, reducing overall energy waste, and seeking diverse energy technologies and partnerships. These efforts aim to maintain high-quality services while reducing energy consumption.

Energy usage remains a key factor in the greenhouse gas emissions of The Erawan Group and its affiliated hotels. The company continues its environmental efforts, particularly in energy management, with clear strategic goals for sustainable development. This includes entering memorandums of understanding (MOUs) with partners to explore and source environmentally friendly energy or improve energy efficiency.

Renewable Energy Projects

- HOP INN Hotels: Between May and November 2024, the company expanded its rooftop solar installations to 8 additional locations, bringing the total to 11 hotels. These installations have a combined capacity of 176 kW, producing approximately 111,393 kWh of electricity, which accounts for around 6% of the total electricity usage across these 11 hotels.
- In 2025, Hop INN Hotels continued to expand its Solar Rooftop initiative, completing installations across 16 additional buildings and bringing the total number of completed installations to 27 properties. Total installed

capacity reached 413.65 kilowatts, generating approximately 293,587.68 kilowatt-hours of renewable electricity. This accounted for an average of 4.92% of total electricity consumption across 26 properties and represented an increase of 182,194.68 kilowatt-hours in solar electricity generation compared to 2024. The expansion of renewable energy adoption reflects the Company's ongoing commitment to enhancing energy efficiency, reducing greenhouse gas emissions, and supporting long-term environmental sustainability. Due to internet connectivity limitations affecting data transmission, electricity generation data from the Solar Rooftop system at HOP INN Krabi was excluded from the reported figures.

- 3 Marriott Hotels: Between April and July 2024, the company installed rooftop solar at 3 hotels:
 1. JW Marriott Hotel Bangkok
 2. Courtyard by Marriott Bangkok
 3. The Naka Island, a Luxury Collection Resort & Spa, Phuket.

The combined capacity of these installations is 655 kW, the systems generated approximately 744,497 kilowatt-hours of solar electricity in 2025, accounting for an average of 4.01% of total electricity consumption across the 3 hotels. This resulted in an increase of 271,531 kilowatt-hours of solar electricity generation compared to 2024.



Supporting Electric Vehicle (EV) Clean Energy Usage Project

In 2025, the company continued to expand the installation of Electric Vehicle (EV) charging stations. A total of 17 hotels were equipped with EV Charging Stations, aiming to support the use of clean energy and offer more sustainable solutions for guests. This project aligns with the company's commitment to sustainability and the promotion of environmentally friendly transportation options.

The participating hotels are:

- | | |
|--|------------------------------|
| 1. Grand Hyatt Erawan Bangkok | 10. Ibis Bangkok Riverside |
| 2. JW Marriott Hotel Bangkok | 11. Ibis Bangkok Sathorn |
| 3. Holiday Inn Pattaya | 12. Ibis Bangkok Sukhumvit 4 |
| 4. Courtyard by Marriott Bangkok | 13. Ibis Phuket Patong |
| 5. Novotel Ibis Styles Bangkok Sukhumvit 4 | 14. Hop Inn Hua Hin |
| 6. Mercure Ibis Bangkok Sukhumvit 24 | 15. Hop Inn Kanchanaburi |
| 7. Mercure Ibis Bangkok Siam | 16. Hop Inn Chonburi |
| 8. Mercure Pattaya Ocean Resort | 17. Hop Inn Chiang Mai |
| 9. Ibis Pattaya | |

These installations aim to facilitate the widespread adoption of electric vehicles by offering convenient charging stations at key hotel locations across Thailand. The initiative also aligns with global trends towards reducing carbon footprints and fostering the use of clean energy solutions.

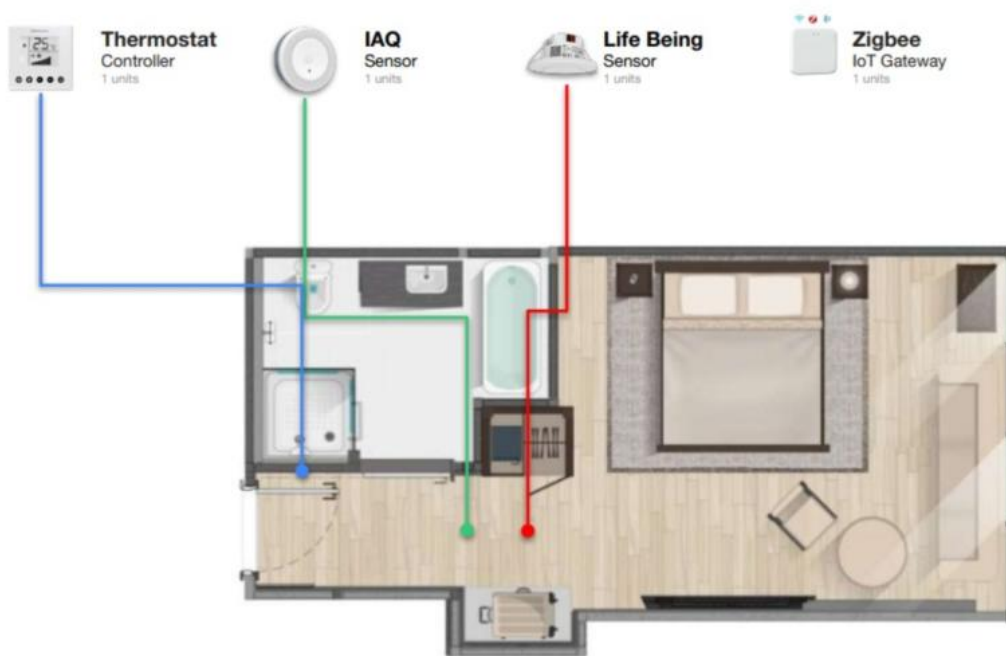
Energy Efficiency Improvement Projects

1. The Company enhanced energy efficiency at JW Marriott Bangkok through the improvement of electrical equipment efficiency and the upgrade of the Chiller Plant system. These initiatives resulted in chiller-related electricity savings of 1,379,602 kWh, representing a 29.4% reduction in chiller-related electricity consumption, while generating electricity cost savings of approximately THB 3,383,751 in 2025. As a result of this innovation, the hotel achieved an additional reduction of 589,000 kWh in total electricity consumption, together with increased electricity cost savings of THB 824,245 compared to 2024 and THB 969,000 compared to 2023. The initiative demonstrates the Company's commitment to operational efficiency, climate action, and sustainable energy management across its properties.
2. In November 2025, the Company signed a Memorandum of Understanding (MOU) with Banpu Public Company Limited to upgrade the chiller plant system at Holiday Inn Pattaya. The initiative is expected to improve energy efficiency, reduce greenhouse gas emissions, and deliver significant long-term operational cost savings. In addition, Mercure Bangkok Siam, ibis Bangkok Siam, and ibis Phuket Patong are scheduled to enter MOUs with Banpu Public Company Limited in 2026 to further expand chiller plant system upgrades across the Group's properties.

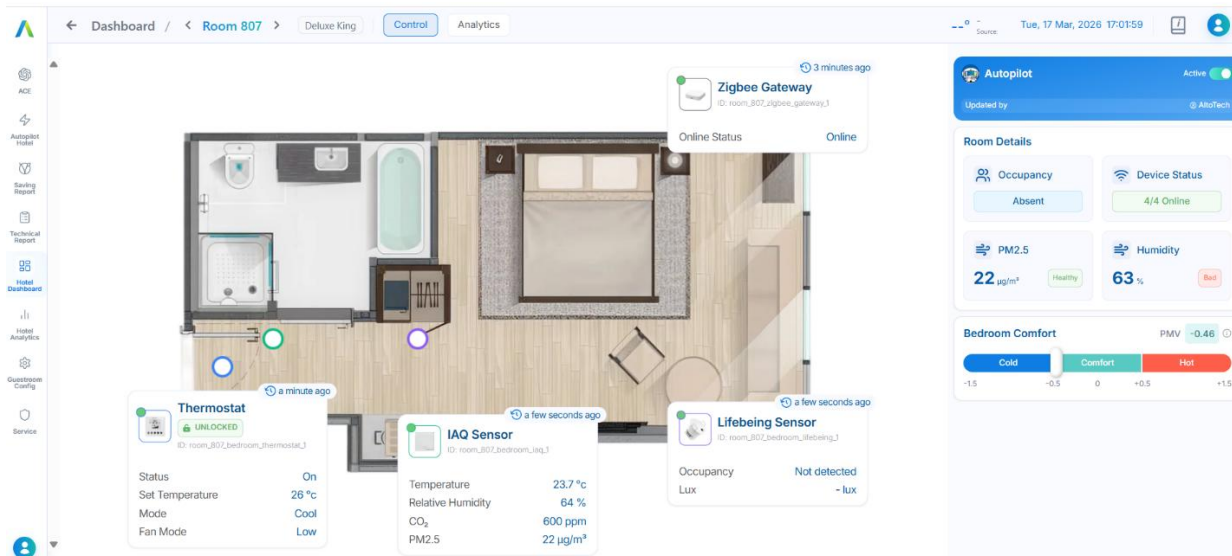
3. Since 2019, the Company has continuously implemented the replacement of conventional light bulbs with energy-efficient lighting systems as part of its ongoing maintenance program and new project developments. As of 2025, all hotels under the Group have adopted energy-efficient lighting, accounting for an average of 93% of the total light bulbs in operation across all properties. This initiative reflects the Company’s continued commitment to energy conservation and operational sustainability.

4. In 2025, the Company further strengthened its energy management initiatives through the continued implementation of Smart Guest Room Management System (Double Motion/Life Being Sensor) technology in guest rooms to optimize energy usage and reduce unnecessary electricity consumption. The pilot project was implemented at two properties, covering 441 guest rooms at JW Marriott Bangkok and one guest room at Grand Hyatt Erawan Bangkok, supporting the Company’s ongoing efforts to enhance operational efficiency and sustainable hotel operations.

Room type 1: Deluxe King with a total of 180 rooms size: 33 square meters



Double Motion Sensor in Guest Rooms at JW Marriott



Energy Saving in Guest Room



Cuts hotel electricity bills in guest room by 30-50%, maintains optimal condition when rooms are unoccupied, seamlessly returns to guest's preferred settings



Hotel guests often leave AC running when they exit rooms

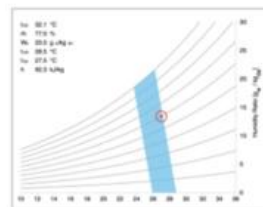
Energy saving explanation in detail:
When the room is unoccupied, the thermostat raises the set point to 27 °C, closing the 2-way valve and reducing chilled water flow to the FCU. Less chilled water used means less energy consumed by the chiller plant to cool water.



When unoccupied:
✓ Raise temperature to 27 °C
✓ Adjust fan speed for comfort condition & energy saving

Alto AI detects room occupancy with 99.9% accuracy

Restores guest's exact settings upon return



Comfort Ref:
27 °C, 60% RH, PMV 0.44, PPD 9%

<https://comfort.cbe.berkeley.edu/>



JW MARRIOTT

BANGKOK



Highlighted Sustainability Development Projects




JW Marriott Hotel Bangkok

Effective Energy Management:

Towards Renewable Energy Use and Carbon Reduction (Energy Efficiency & Carbon Reduction)

JW Marriott Hotel Bangkok is committed to reducing its environmental impact by incorporating renewable energy technologies into its operational processes. This aligns with Marriott's mission to reduce carbon intensity.

As part of Marriott International's goal to reduce carbon intensity by 30% by 2025 (based on 2016 data), JW Marriott Bangkok has integrated energy efficiency measures into all hotel operations. This includes the implementation of advanced technologies and operational improvements aimed at reducing energy consumption, optimizing energy use, and contributing to Marriott's overall carbon reduction objectives. These efforts are part of the hotel's commitment to sustainability and its dedication to supporting global climate action goals through responsible energy use and carbon footprint reduction.

	<p style="text-align: center;">90%</p> <p>In 2025, the hotel used LED lighting for 90% of its total operations.</p>
	<p style="text-align: center;">80%</p> <p>In 2025, 80% of the hotel's outdoor lighting system was powered by solar cells, reflecting our ongoing efforts to source and use renewable energy throughout our operations.</p>
	<p>As part of our commitment to sustainability, JW Marriott Hotel Bangkok has established Electric Vehicle (EV) charging stations in the hotel parking area to support environmentally friendly transportation. This initiative reflects our efforts to reduce carbon emissions and promote responsible and sustainable hotel operations.</p>

Information on Corporate's Electricity and Energy Consumption

ENERGY MANAGEMENT

Electricity Usage

We monitor and manage our electricity consumption to improve energy efficiency and support our transition to cleaner energy sources.



Metric	FY 2022	FY 2023	FY 2024	FY 2025
 Total electricity consumption (KwH)	67,114,176.48	76,159,998.32	81,021,456.00	88,152,089.50
 Purchased electricity consumption (KwH)	67,114,176.48	76,126,084.32	80,548,490.00	87,103,199.45
 Purchased or produced electricity from renewable energy sources (KwH) ⁽¹⁾	0.00	33,914.00	472,966.00	1,048,890.05
 Ratio of total electricity consumption to total number of employees (KwH / Person / Year)	18,036.60	18,837.50	18,868.53	20,075.63



Additional Explanation:

(*) Excluding external electricity usage (1) Solar Rooftop

ENERGY MANAGEMENT

Oil and Fuel Consumption

Efficient energy use is central to our operations and environmental responsibility. The table below shows our consumption of key fuels over the past four fiscal years.



Managing energy today for a more sustainable tomorrow.



Fuel Type	FY 2022	FY 2023	FY 2024	FY 2025
 Diesel (Liters)	73,077.63	52,267.41	58,170.45	57,169.71
 Gasoline (Liters)	16,464.33	10,523.81	15,941.00	18,560.26
 LPG (Kilograms)	1,227,093.00	1,399,404.00	1,441,140.00	1,572,068.48



All values represent total consumption for the fiscal year.

Environmental Management

Water Management and Waste Management Efficiency



The Company places strong emphasis on the efficient and responsible use of water across all water sources. It is committed to enhancing water-use efficiency through continuous improvement of operational processes, while promoting awareness and engagement among customers to help reduce water consumption without compromising service quality or customer satisfaction.

In addition, the Company remains committed to minimizing its environmental impact by regularly monitoring and improving the efficiency of wastewater treatment systems prior to discharge into natural water sources. The Company also supports water recycling initiatives and takes into consideration community access to water resources as part of its sustainable water management practices.

Goals:

- Reduce water extraction from sources by 1% annually.
- Reduce water usage per room by 5% annually.

Opportunities and Business Risks:

Opportunities:

- Reduced operational costs from decreased water wastage.
- Improved water management will enable hotels to provide full-service capacity year-round.

Risks and Challenges:

- Hotels located in remote areas or island regions may face water scarcity issues, particularly during peak tourist seasons when demand for water is high and in the dry season when natural water sources are insufficient.

Management Approach:

- Regularly monitor and assess water usage, inspect wastewater quality, and treat wastewater according to company standards in all seasons.
- Implement water recycling (Zero Discharge) systems.
- Maintain equipment to ensure optimal performance and use water-saving fixtures and energy-efficient appliances.
- Engage hotel guests through campaigns to raise awareness and encourage water conservation.

Performance:

- The company regularly monitors the quality of wastewater from its treatment systems using Biochemical Oxygen Demand (BOD) measurement equipment to ensure effective wastewater treatment. As a result, 80% of the treated wastewater meets the required legal standards for discharge, reflecting the company's commitment to responsible water management and environmental compliance.
- The Naka Island, A Luxury Collection Resort & Spa, Phuket is in the process of installing a Reverse Osmosis (RO) water filtration system to enhance water quality for use within the hotel. The objective is to reduce dependency on underground water sources as part of the commitment to sustainable water resource management and to minimize long-term environmental impact. It is expected that this system will help reduce the amount of underground water usage, with the project slated for completion by 2030.
- As part of the Water Stewardship plan, the hotel is implementing a project to use water recycled from hotel processes for irrigation purposes (Zero Discharge) at The Naka Island, A Luxury Collection Resort & Spa, Phuket and Holiday Inn Pattaya Bay Tower building, further promoting sustainable water management.



WATER MANAGEMENT

Corporate's Water Usage by Source

We are committed to responsible water stewardship through efficient use, ongoing monitoring, and continuous improvement.



Every drop counts

Managing water responsibly for a sustainable future.



TOTAL WATER CONSUMPTION

Metric	FY 2022	FY 2023	FY 2024	FY 2025
Total water consumption (Cubic Meters)	1,192,683.00	1,415,893.96	1,491,336.10	1,572,463.78



WATER MANAGEMENT

Metric	FY 2022	FY 2023	FY 2024	FY 2025
Water consumption from municipal or other organizations (Cubic Meters)	1,047,587.00	1,269,078.96	1,380,269.10	1,465,001.78
Groundwater consumption (Cubic Meters)	145,096.00	146,815.00	111,067.00	107,462.00
Ratio of total water consumption to total of employees (Cubic Meters / person / year)	320.53	350.21	1,310.39	358.11
Ratio of total consumption to total revenue (Cubic Meters / Thousand Baht) (*)	0.25	0.20	0.70	0.20



Additional explanation:

(*) Total revenue and total expenses from consolidated financial statements.

WATER MANAGEMENT

Water Quality & Net Usage

We monitor our water quality and track our net water usage to promote responsible water stewardship.



Every drop counts

Managing water responsibly for a sustainable future.



WATER QUALITY & DISCHARGE

Metric	FY 2022	FY 2023	FY 2024	FY 2025
Percentage of wastewater treated (%)	80.00	80.00	80.00	80.00
Total wastewater (Cubic Meters)	335,049.63	1,013,043.20	726,452.00	821,504.30
Wastewater discharged to other organizations (Cubic Meters)	335,049.63	1,013,043.20	726,452.00	821,504.30



CORPORATE'S NET WATER USAGE

Metric	FY 2022	FY 2023	FY 2024	FY 2025
Net Water Consumption (Cubic Meters)	254,613.60	400,850.76	4,900,378.00	750,963.98



All amounts are in Cubic Meters unless otherwise specified.

Groundwater Treatment and Potable Water Production System Project

The Naka Island, a Luxury Collection Resort & Spa, Phuket

Project Background:

The Erawan Group Public Company Limited operates in real estate development, hotel, and shopping center businesses. The company adheres to its sustainability policies in line with the Securities and Exchange Act B.E. 2535 (1992). One of the key sustainability focuses is the recognition of the impacts of greenhouse gas emissions, which contribute to global warming, natural disasters, and harm to humans, living beings, and the environment. The company has therefore adopted a core policy to protect the environment, reduce energy consumption, and maximize the use of natural water resources. As part of this commitment, the company has implemented a groundwater treatment system at The Naka Island, a Luxury Collection Resort & Spa, Phuket

Objective:

The resort treats groundwater for operational use through a Reverse Osmosis (RO) filtration system, which produces usable water (permeate) at a yield of approximately 50%, while the remaining 50% is waste (reject water). To improve water efficiency, a sedimentation tank system was introduced to process the rejection of water. This

system allows sodium chloride-rich water to settle and be separated, enabling the reuse of the remaining water within the hotel's operations.

Treated Water System Performance:

The treated water system was installed starting in November 2020 and became operational in March 2021.

Key outcomes are as follows:

- Project investment cost: THB 1,350,000
- Groundwater treated into usable water: 9,294 cubic meters per month
- RO system rejects water (waste): 4,647 cubic meters per month
- Recovered water from reject for reuse: 1,108 cubic meters per month
- Cost savings (based on THB 250 per cubic meter): THB 277,000 per month
- Payback period: 4.87 months
- Groundwater usage efficiency: 13,296 cubic meters per year
- Total groundwater reduction (2021–2025): 66,325 cubic meters

Environmental Management

Efficient Waste Management



Food waste is a significant sustainability challenge within the global hospitality industry, as it is closely linked to the efficient use of natural resources, food security, and hunger reduction, which are key priorities under the United Nations Sustainable Development Goals (SDGs). Recognizing the importance of this issue, the Company is committed to effective food and ingredient management practices that ensure sufficient service quality for guests while minimizing food waste generation and promoting responsible waste handling.

To support these commitments, the Company has implemented the following food waste management initiatives:

- **Balanced Management for Customer Satisfaction:** Striking the right balance between portion size and quality to meet customer expectations, while minimizing food loss during preparation and food waste during consumption.
- **Food Waste Reduction and Segregation:** Actively reducing food waste and separating food scraps for either in-house processing or collaboration with external organizations for appropriate handling, aiming to maximize benefits to communities, society, and the environment.



Food Waste Management



In 2025, the JW Marriott Hotel Bangkok donated 1,848.64 kilograms of good quality surplus food to SOS Thailand, an NGO that collects otherwise discarded food from grocery stores, restaurants and hotels and delivers it for free to 30+ orphanages and shelters across Bangkok. The donated amount provided over 10,069 servings to those in need

	Date	SOS Food Donation (kg)	Solid Food Waste (kg)	Compost Food Waste (kg)	Solid Waste (kg)
FOOD RESULTS (Food Donation, Solid Food Waste, Compost)	Total 2024	2,030.65	23,003	4,605	260,895
	Total 2025	1,848.64	76,390	5,615	135,213
	VARIANCE	-182.01	+53,387	+1,010	-125,862

2025 Highlights Sustainability & CSR Initiatives at Courtyard by Marriott Bangkok



Donate used batteries at 7-Eleven for further recycling.



The annual gift for associate is a bag made from recycled waste.



Weekly dry waste sorting activity that involves all departments to participate.



SOS food donation.

Business Opportunities and Challenges

Opportunities

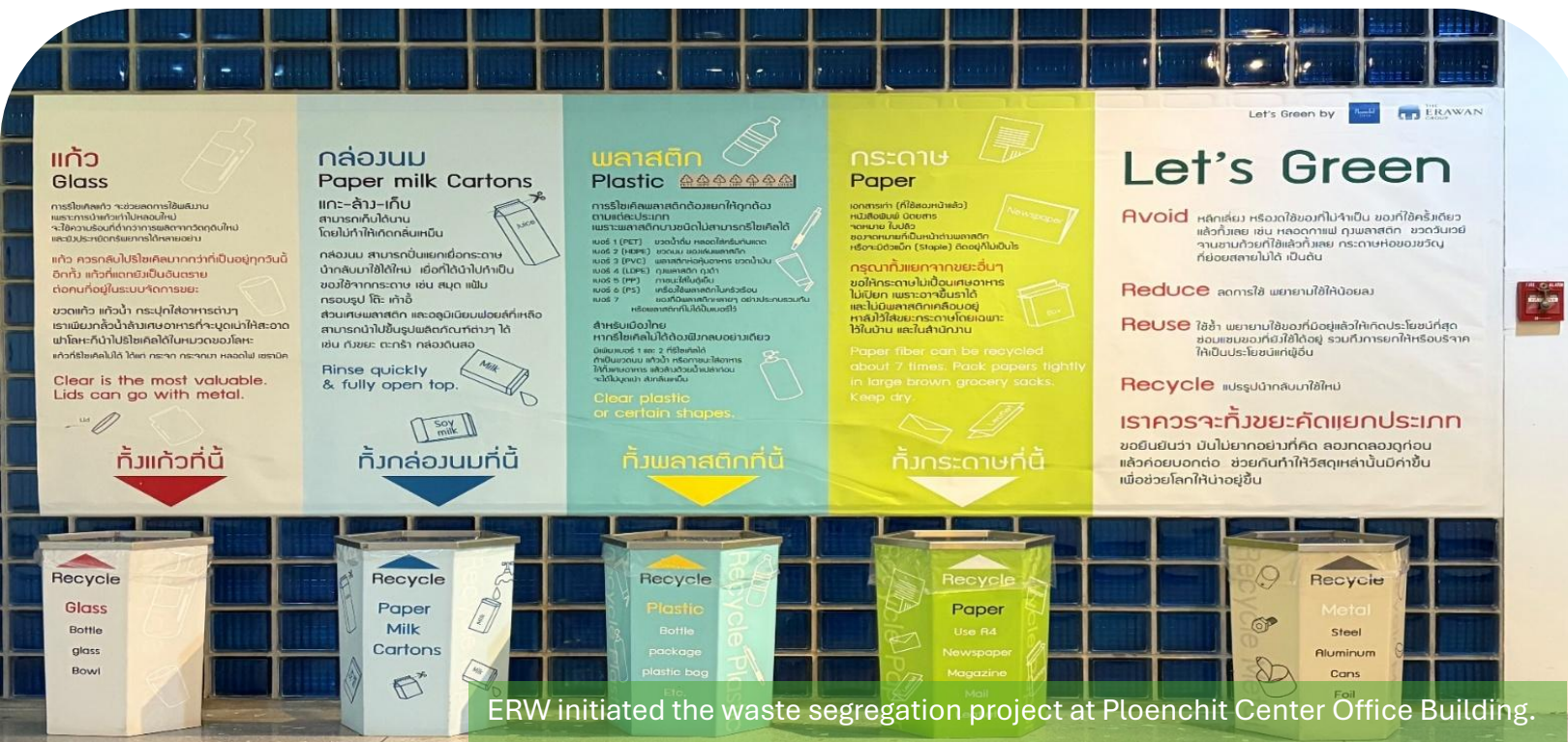
- **Business and Service Innovation:** There are opportunities to explore and adopt new environmentally friendly materials, management approaches, and products that align with sustainability trends. These efforts not only differentiate the hotel's offerings but also enhance the guest experience by delivering unique and memorable products and services.

Challenges

- **Significance of Food Waste:** Food waste remains a material sustainability concern for the global hospitality sector. It is closely linked to the consumption of natural resources and may contribute to broader issues such as hunger. Hotel operators must carefully manage the balance between providing sufficient quantity and quality of food to ensure guest satisfaction, while minimizing food loss during preparation and food waste after consumption.

Management Approach

- **Adopting the 4Rs Principle:** Implementing strategies based on Reduce, Reuse, Recycle, and Resourcing to minimize waste throughout hotel operations.
- **Collaborative Partnerships:** Working with partners to create a circular waste management model that maximizes value and minimizes environmental impact.
- **Waste Categorization:** Identifying and prioritizing key waste types, particularly food waste, and increasing the rate of waste separation to improve processing efficiency.
- **Sustainable Materials:** Encouraging the use of recyclable, reusable, and eco-friendly materials throughout the supply chain and hotel operations.
- **Internal Campaigns:** At Grand Hyatt Erawan Bangkok, the "Eat All" campaign promotes staff awareness and behavior change by encouraging employees to avoid food waste during meals.



ERW initiated the waste segregation project at Ploenchit Center Office Building.

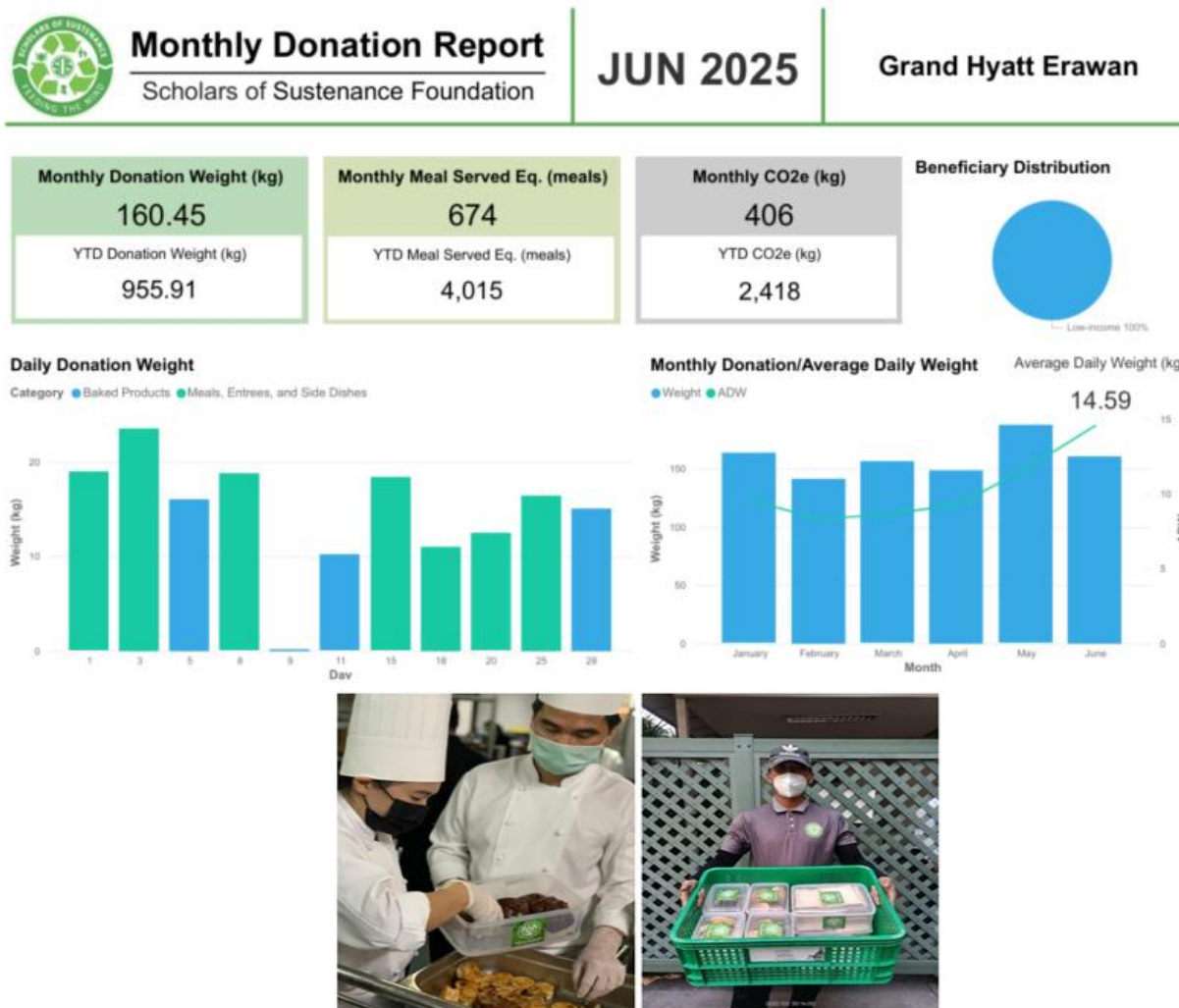
Food Waste Reduction Partnership

The Scholars of Sustenance (SOS) Foundation is Thailand’s first food rescue foundation, established in 2016 with a mission to enhance the national food system by reducing unnecessary food waste and promoting food equity. SOS achieves this by redistributing high quality surplus food from food-related businesses such as hotels, supermarkets, restaurants, and other suppliers to underprivileged communities across Bangkok, Phuket, Hua Hin, Chiang Mai, and other provinces daily. As a charitable organization, SOS plays a vital role in reducing food waste in the hospitality sector by collecting surplus food such as buffet leftovers and delivering it to foundations and individuals in need.

Participating in Hotels in the Network are:

- Grand Hyatt Erawan Bangkok
- JW Marriott Hotel Bangkok
- Courtyard by Marriott Bangkok

This collaboration reflects the company’s ongoing commitment to responsible food management and its support for social impact through sustainable hospitality practices.





What is a Yindii bag?

Think of it as a surprise basket!

The store prepares a food box full of unsold delicious items from the day, and offers a great discount. You will discover the contents when you arrive at the store, or when your food gets delivered. It can be fresh vegetables, tasty pastries, appetizing baked bread, or flavorful meals!

It feels like a surprise gift when you receive the bag!



“Yindii” – A Mobile Food-Saving Platform

Yindii is a mobile food-saving platform designed to reduce food waste by offering unsold bakery items and surplus food such as those from hotel buffets at special discounted prices. This initiative helps divert quality food from ending up in landfills while providing consumers with affordable access to premium baked goods and meals.

Participating in Hotels in the Network:

- Grand Hyatt Erawan Bangkok
- JW Marriott Hotel Bangkok

Through this collaboration, the hotels reinforce their commitment to sustainable operations by integrating circular economic principles and supporting innovative solutions to reduce food waste.



Plastic Waste Management

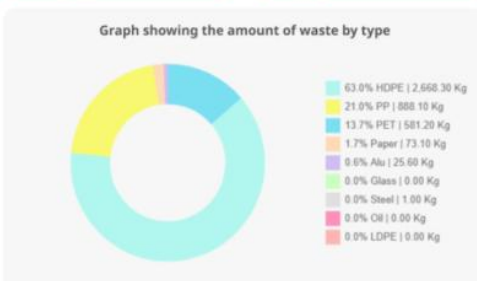
The Erawan Group and its subsidiaries are committed to eliminating the use of single-use plastics to reduce the amount of non-recyclable plastic waste generated across operations. The company has adopted a policy to phase out single-use plastics and proactively seek sustainable alternatives that maintain both customer satisfaction and safety, aiming to reduce plastic waste at the source.

In addition, Grand Hyatt Erawan Bangkok has partnered with SCG Chemicals (SCGC) to properly segregate and recycle plastic waste. SCGC performs close loop recycle process to produce new packaging for other businesses. Through the collaboration with SCGC since November 2022, we recycled 4,237 kilograms of recyclable plastic collected and redirected into responsible recycling streams.



WASTE SUMMARY REPORT Grand Hyatt Erawan

๑๖๓๐ All Time สุทธิ๑๖๓๐ 11 July 2025





1,455 kg

Collaboration with CORSAIR separating plastic from chemical packaging and send to CORSAIR to produce bio-oil. From January to June 2025, 1,455 kilograms of plastic waste (chemical packaging) were converted to bio-oil.

Collaboration with Nespresso: Collecting used coffee capsules and returning to Nespresso company for recycling.

OUR RECYCLING CAPSULES

JOURNEY



Customer collect used capsule after consumption



Customer return used capsule with Nespresso recycle bag at Nespresso Recycle Drop-Point or R@H services



Used capsule send to recycle factory Wongapanit in Pitsanulok



Recycle Machine by splitting aluminum and coffee ground



Aluminum will be sent to smelter for further recycling to be aluminum product



Coffee Ground is separated



Coffee Ground will be used as fertilizer in farm in Pitsanulok

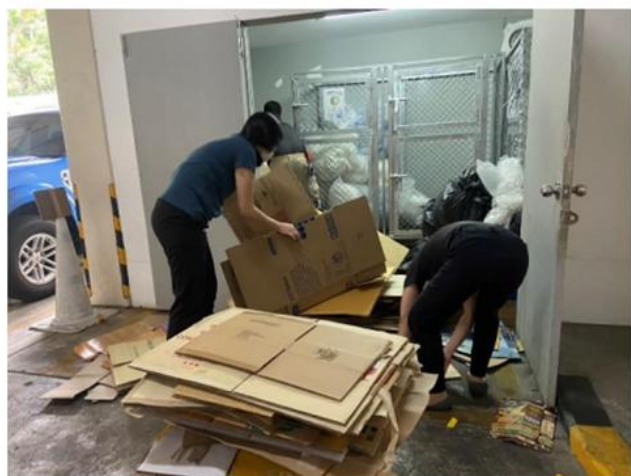
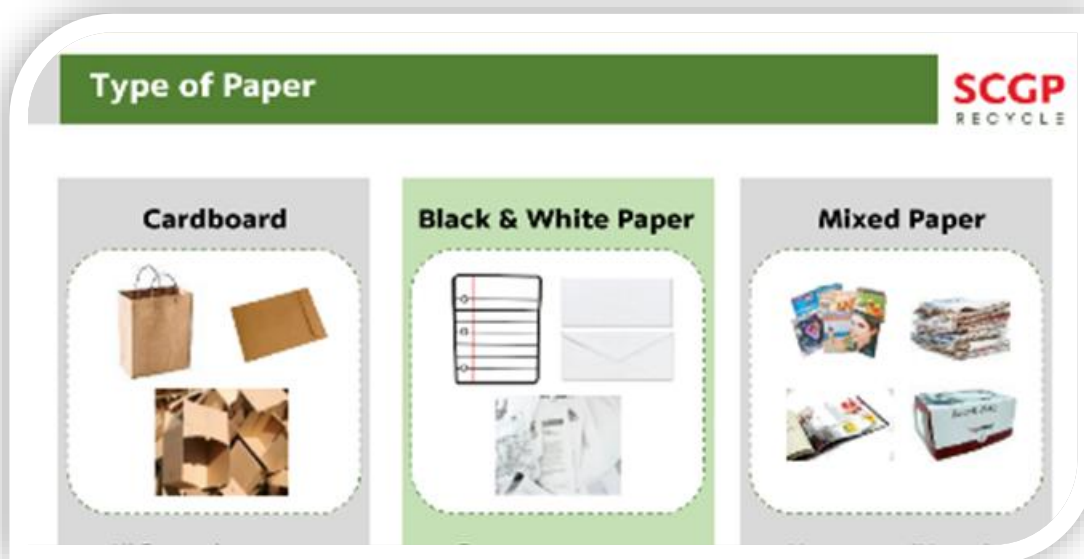


Paper Waste Management

The headquarters and hotels under The Erawan Group located in Bangkok have partnered with SCG Packaging Public Company Limited (SCGP) to collect and recycle used paper to maximize the value of paper waste. To ensure energy-efficient logistics, the company has also planned optimized collection routes and schedules, aiming to reduce transportation-related energy consumption.

Landfill Waste Reduction Initiatives

In alignment with its sustainability goals, The Erawan Group collaborates with partners to enhance waste segregation efficiency, with a strong focus on reducing the volume of waste sent to landfills. As an initial step, the company has begun tracking landfill waste statistics from its Bangkok-based hotels and headquarters, forming a baseline for future waste reduction strategies.



Performance of Our Recycling Program

The Erawan Group has successfully implemented its paper recycling initiative in collaboration with SCG Packaging Public Company Limited (SCGP), focusing on maximizing the value of used paper across its Bangkok-based hotels and corporate offices. Through efficient collection planning and logistics optimization, the program has significantly contributed to waste reduction and resource conservation. The ongoing initiative reflects the Group’s commitment to circular economic principles and sustainable waste management practices. In 2025, we recycled paper 33,140 kg.



Performance Results from the Fry to Fly initiative.

The company has signed a Memorandum of Understanding (MOU) with BSGF Co., Ltd. for the "Fry to Fly" project. Under this initiative, used cooking oil from all hotels within the Group is converted into Sustainable Aviation Fuel (SAF), thereby reducing waste generated during the cooking process and contributing to a more sustainable approach in resource management. The total amount of Co2 reduction from this used oil cooking project (Fry to Fly) in 2025 is 6,747.63 kg.co2e

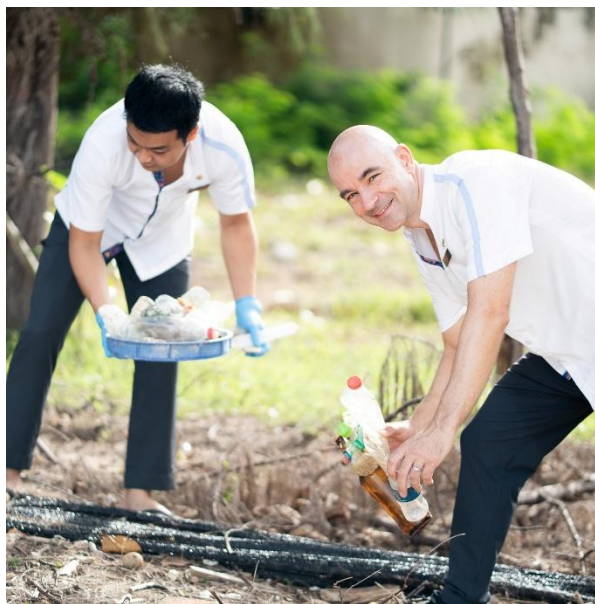


Waste and Material Management

The company has a sustainability policy in place for managing materials, waste, and by-products generated from its business operations, including construction, renovations, waste segregation, and the establishment of a clear waste journey to ensure proper disposal and recycling processes. For materials and waste that cannot be recycled, the company ensures their proper disposal.

The company's approach focuses on reducing waste from the outset by incorporating waste management principles into the design and selection of appropriate materials, continuing through post-use management. This approach emphasizes waste reduction (Reduce), reuse (Reuse), and efficient resource management to minimize landfill waste.

Furthermore, the company encourages each hotel to use environmentally friendly materials and products that meet appropriate standards or certifications for their specific use. This ensures that, while maintaining functionality and creating a positive customer experience, the use of non-recyclable waste is minimized, aligning with the principles of a circular economy (Bio-Circular Economy).



Promoting Eco-Friendly Sustainable Resources in Hotels

The company places significant emphasis on enhancing sustainability standards across all operational processes, including transforming in-room amenities to be more environmentally friendly. Hotels within the group have adopted products designed to minimize environmental impact. For example, in collaboration with Unilever, the

company has sourced MILUX Accessories products. All in-room, spa, and bathroom items such as soap, lotion, laundry bags, shower caps, razors, and related packaging are required to be recyclable and made from at least 35% recycled materials or compostable.

Waste Management Courtyard by Marriott Bangkok

Courtyard by Marriott Bangkok, we are committed to reducing our environmental footprint through responsible waste management practices. Guided by Marriott International’s Serve 360 sustainability platform and The Erawan Group’s environmental strategy, the hotel has implemented a range of initiatives aimed at minimizing waste generation, improving waste segregation, and promoting recycling and reuse.

Sustainability - Green Hotel Award

The Department of Climate Change and Environment has been implementing the Green Hotel project since 2013 continuously. The objective is to promote the potential of enterprises to use resources and energy efficiently and effectively. Good environmental management, raising service standards and expanding the number of more eco-friendly hotel networks. To support procurement measures, this will lead to the sustainable development and promotion of national tourism and reduce greenhouse gas emissions, which are the main causes of climate change and global warming that are becoming a major environmental crisis. Courtyard by Marriott Bangkok has been awarded Green Hotel “Gold Level” from 1st October 2023 to 30th September 2026.



USED BATTERY DONATION

To promote environmental sustainability, used batteries collected from 7-Eleven battery collection boxes were donated to CP All Public Company. These batteries are then transported to UMC Metals in Chonburi Province for safe and responsible melting and recycling.

April 23, 2025 | CP All Public Company Headquarters



SEPARATE FOR SUSTAINABILITY

To promote sustainability by recycling plastic bottles and reducing deforestation. The project involves separating plastic bottles, hard plastics, stretchy plastics, and used paper boxes. These materials are then sent to SCGP for recycling into A4 paper and paper chairs.

April 29, 2025 | Courtyard by Marriott Bangkok















THE NAKA ISLAND
PHUKET




Highlighted Sustainability Development Projects

The Naka, a Luxury Collection Resort & Spa, Phuket

The Naka Island, a Luxury Collection Resort & Spa, Phuket, features both guest accommodation buildings and back-of-house facilities. As the number of guests and staff continues to grow, and with rising ambient temperatures and an increasing reliance on electrical appliances for operational efficiency, the demand for electricity is expected to rise. To address this the hotel has consistently promoted energy conservation, such as implementing 100% LED lighting in all guest rooms.

Summary of Environmental Performance		
This summary environmental performance report covers The Naka, a Luxury Collection Resort & Spa, Phuket.		
Category	Initiatives	Results
 Amenities in the guest's room	<ul style="list-style-type: none"> In collaboration with Udeevag, we use eco-friendly MELUX Amenities products. 	 Packaging made from ≥ 55% recycled materials biodegradable
 Cleaning products	<ul style="list-style-type: none"> Use of recyclable packaging from Ecolab made from recycled materials 	 Recycled materials ≥ 35% or biodegradable
 Responsible sourcing	<ul style="list-style-type: none"> Pork sourced from responsible suppliers Cage-free eggs sourced from certified farms (Cage-Free Eggs) Seafood sourced from responsible sources 	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 5px;">  97.8% Of total usage </div> <div style="display: flex; align-items: center; margin-bottom: 5px;">  55% Of total usage </div> <div style="display: flex; align-items: center;">  13.8% Of total usage </div> </div>
 Drinking water in the hotel	<ul style="list-style-type: none"> Discontinuation of single-use plastic water bottle 	 Use of alternative, non-plastic materials 100%

 At The Naka, a Luxury Collection Resort & Spa, Phuket, we continue to implement sustainable practices across our operations to reduce environmental impact and create value for a better future.

Remark: This summary presents key environmental initiatives and results for The Naka, a Luxury Collection Resort & Spa, Phuket.





Highlighted Sustainability Development Projects

Grand Hyatt Erawan Bangkok

Hyatt is deeply committed to protecting the planet and the communities in which we operate to help ensure that current and future generations can live healthier and better lives. Hotel established a World of Care Committee, with representatives from various departments committed to caring for the planet, people and business. Meetings are held regularly to discuss ESG related matters and planning of activities. World of Care is designed to address the pressing challenges faced by our colleagues, guests, owners, and communities, and to enact meaningful change within our industry.



Responsible Sourcing

We are committed to sustainable seafood sourcing. The hotel prioritizes purchasing seafood from sources that have reliable sustainability certifications, such as the Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC).

- Currently, the hotel uses over 300 tons of seafood annually, with 31% of the total volume certified as sustainable by MSC and ASC.
- Shark fin is banned.
- 100% of cage-free eggs are used in all restaurants, events and associates' restaurants. Continue for the 2nd year.
- Organic coffee and green tea, blended with Thai ingredients and produced sustainably, are offered in various hotel restaurants.
- We support the "Farm to Table" concept by sourcing seasonal ingredients from local farms and Royal Projects to promote guest health through high-quality, nutritious, and sustainable meals across all hotel dining venues.
- In 2018, Grand Hyatt Erawan Bangkok introduced plant-based menu options for the first time at You&Mee restaurant.
- Today, plant-based dishes are available in all hotel restaurants, with plans to continually expand plant-based protein options on the menu.



🍖 Dishes Contains Pork or Lard 🌿 Vegetarian 🌱 Vegan
 菜肴含有猪肉或猪油 素食 纯素
 Please inform our team of any special dietary requirements or allergies.
 如有任何特殊饮食要求或过敏情况请告知我们的团队。
 กรุณาแจ้งพนักงาน พนักงานผู้ให้บริการด้านโภชนาการหรือการบริการ



Green & Organic coffee or tea, a Thai blends which produce and controlled in sustainable way is available and serving in various



Grand Hyatt Erawan Bangkok has discontinued the use of single-use plastics as follows:

- **Takeout utensils and straws**

- Straws made from sugarcane are available upon guest request.
- Takeout utensils are made from biodegradable corn-based materials.
- Stainless steel drink stirrers are used in all restaurants.
- Plastic cocktail stirrers have been replaced with bamboo stirrers.

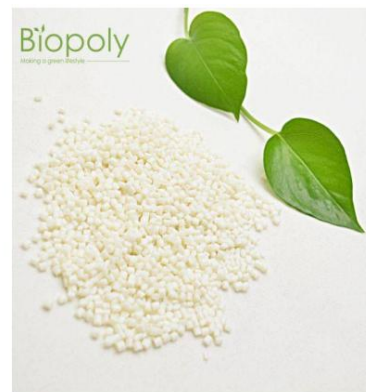


- All takeout and delivery containers and packaging have been replaced with biodegradable corn-based materials and FSC-certified paper.
- The plastic film used to cover food has also been replaced with biodegradable materials.





- The use of plastic key cards for guest rooms, averaging 13,500 cards per year, has been replaced with wooden key cards.
- The pens used in both front-of-house and back-of-house areas are made from wheat straw paper.



Large-size amenities: More than 135,000 pieces of smaller plastic waste from single-use shower products have been reduced by over 70% through the installation of large-size amenities in bathrooms.

Dry products in the bathroom: Guest amenities in the bathroom are made from cornstarch, paper, and plant-based biodegradable materials. All packaging is made from paper and printed with eco-friendly ink. Additionally, cornstarch products serve as a sustainable alternative to single-use or reusable plastic items.



Plastic used for wrapping clothes in the laundry service for guest rooms has been eliminated. Clothes hung in the room will no longer be wrapped in plastic unless necessary, in which case paper will be used instead.

The hotel has also switched the packaging of slippers in guest rooms from plastic bags to biodegradable spunbonded bags, reducing the use of single-use plastic bags by more than 53,000 pieces annually.



The hotel has replaced plastic glasses in guest rooms with single-use biodegradable cups with lids and switched from plastic stirrers to wooden ones.



The hotel previously used over 365,000 plastic bottles per year in guest rooms. Since 2020, it has switched to reusable glass bottles and provides drinking water in paper cartons for guests who wish to take it on the go (e.g., limousine service).



All single-use plastic cups have been eliminated and replaced with FSC-certified paper cups or reusable polycarbonate cups. Plastic drink stirrers are no longer in use.

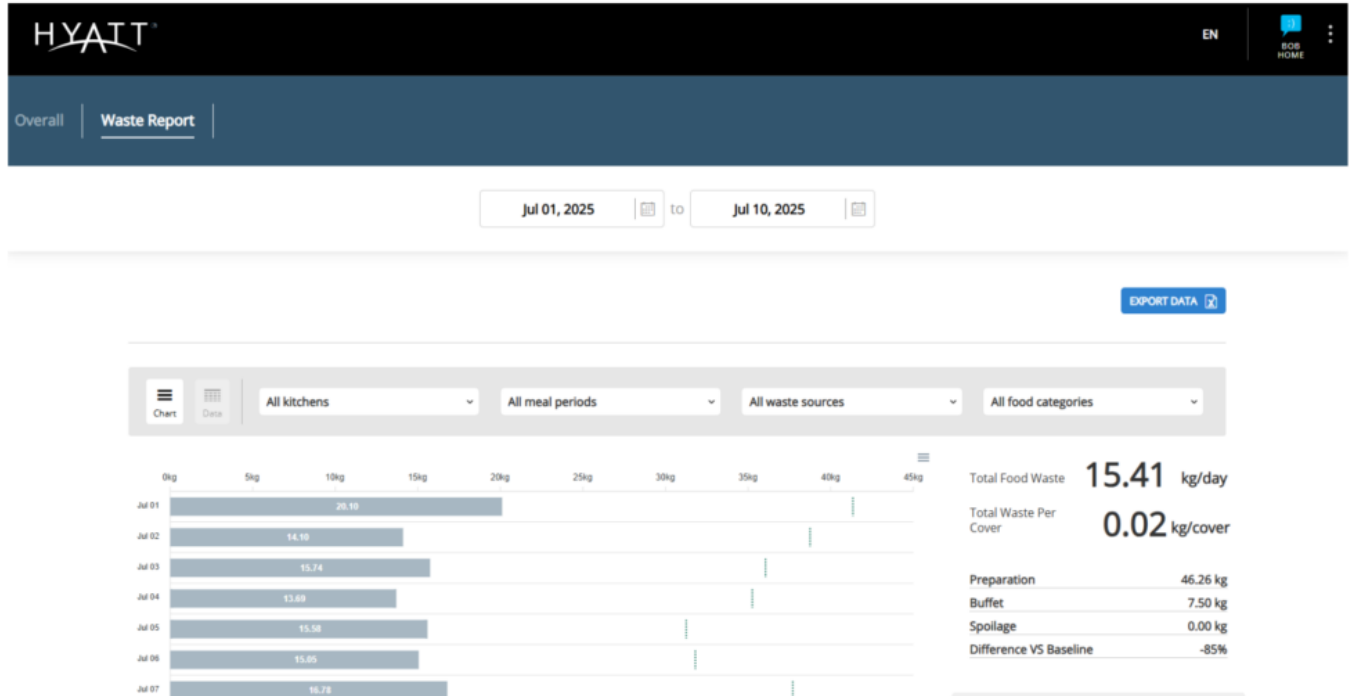


In various events and activities, the hotel previously used over 60,000 plastic bottles per year. Since 2020, it has replaced plastic bottles with water dispensers and reusable glass bottles to reduce plastic consumption and promote the use of environmentally friendly materials.

The “EAT All” campaign encourages employees to finish their meals without leaving leftovers in the staff canteen.

To reduce food waste, food waste bins have been removed from the canteen area, and employees are encouraged to consume all food served on their plates.

Reducing food waste at staff canteen by using Hyatt application “Hichef”. Results of the initiative are as follows:



Food Waste Management result from Mercure ibis Bangkok Sukhumvit 24 from AI bin system (Pilot Project)

29 September 2025 - 08 February 2026

Overview / Mercure Ibis Bangkok Sukhumvit 24 (HB0M2) / Main Building / The Market ADD



Categorisation



Estimated value of savings



฿171,172

Overall reduction in food waste



71% reduction in waste value
54% reduction in waste weight

Total waste weight saved



4,767kg

CO2e and meals saved

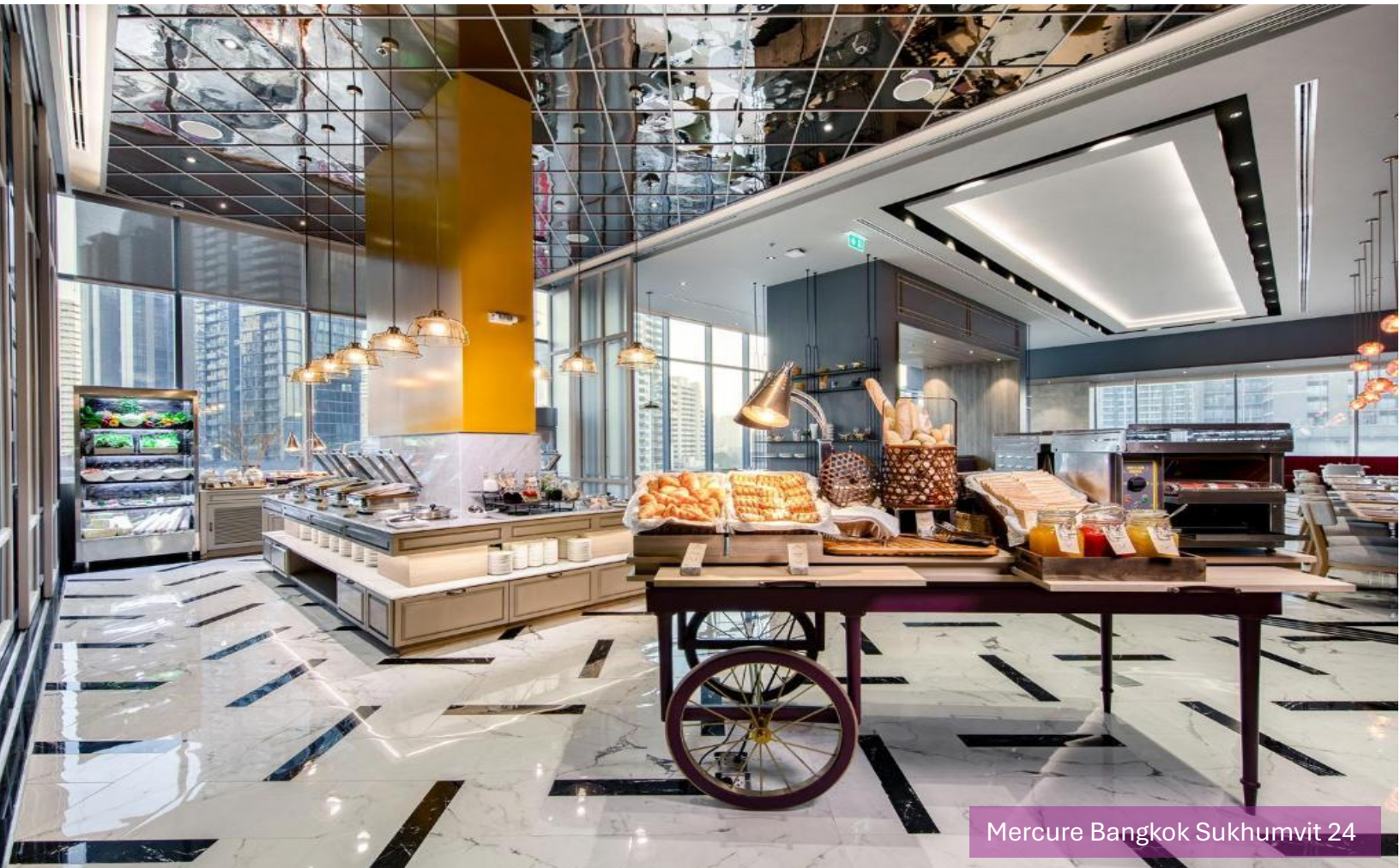


Total meals saved: 11,918
Total CO2e saved: 20.5t

Total waste weight and value



Total weight: 4,088kg
Total value: ฿70,219



The Circular Economy Approach

The hotel has partnered with CIRCULAR, a company specializing in textile waste recycling, to recycle used t-shirt uniforms into new, eco-friendly fabrics. Our employees wear uniforms made from these recycled materials, contributing to environmental impact reduction and promoting sustainable operations in line with the circular economic approach.



Activity Highlight: Using coffee grounds from the restaurant to grow mushrooms, which are then donated to schools in rural areas.



Food Waste from Mercure Pattaya Ocean Resort and ibis Pattaya was sent to pig farm.

Food waste from Mercure ibis Bangkok Siam was sent to fish farm.



Highlighted Sustainability Development Projects

JW Marriott Hotel Bangkok

Sustainable Food Waste Management

JW Marriott Hotel Bangkok places great importance on sustainable food waste management. The hotel carries out on-site composting of food scraps and focuses on efficient resource utilization to minimize landfill waste. The hotel focused on minimizing its environmental footprint, the hotel is on track to achieve ambitious sustainability goals by 2025, including a 15% reduction in water usage, a 45% cut in landfill waste, and a 50% decrease in food waste. Through the MESH program, the hotel now has the capability to monitor and evaluate its carbon, energy, water, and waste output on a monthly basis, ensuring that its progress aligns with both its environmental objectives and the broader Marriott Serve 360 vision.



The hotel has implemented tangible improvements in operational processes at JW Café and BBCO, with a focus on proper food preparation and management, including careful monitoring of ingredient shelf life.



In 2025, 605 kilograms of watermelon rind were processed into watermelon candy, while 2,032 kilograms of pineapple, mango, and papaya scraps were used for composting to produce cleaning solutions.



Additionally, leftover bread is transformed into croutons, and fresh tomatoes from the breakfast buffet line are dried to be used for salads on future occasions.



In 2025, the hotel composed 320 kilograms of eggshells and 5,600 kilograms of fruit and vegetable scraps to produce organic fertilizer on-site.



To highlight one of our key sustainability initiatives, our pineapple-skin tea program has successfully diverted 327 kg of organic waste from landfill to date. In addition, we continue to expand our range of upcycled products, including bacon fat candles, pineapple-passion fruit jam, and tom yam mixed nuts, demonstrating our commitment to reducing waste and creating value-driven, environmentally responsible offerings.



A total of 2,515 kilograms of used coffee grounds were processed into exfoliating products (scrubs) to be gifted to guests and were also used in mushroom cultivation.

In 2025, the hotel successfully reduced the amount of waste sent to landfills by 90.1%, compared to the baseline target of 1.113 kilograms per person. This achievement marks another milestone in the hotel’s sustainable waste management efforts.

	Date	Paper (kg)	Plastic (kg)	Cooking Oil (liter)	Yindii (box sold)
RECYCLE RESULTS	Total 2024	5,910	4,084	7,157	189
	Total 2025	3,774	2,413	7,253	118
	VARIANCE	-2,136	-1,671	+96	-71

Tool: <https://watchmywaste.com.au/food-waste-greenhouse-as-calculator/>



The Naka, a Luxury Collection Resort and Spa, Phuket

Waste Management in Operations

JW Marriott Hotel Bangkok is committed to providing excellent service, maintaining high standards, and upholding the Marriott brand’s reputation. However, one of the key aspects of such a service is the operational processes that can result in significant waste. To support Marriott's global waste reduction initiative, which focuses on recycling within guest rooms, the hotel has transitioned to using refillable bulk-size shower products instead of

single-use small bottles. These products are refilled daily by the housekeeping team. At the same time, the hotel has revived the "Towel and Linen Reuse" program to encourage guests to participate in reducing water and energy consumption during their stay. Clear communication is provided within the guest rooms, and housekeeping staff receive training to ensure the program is implemented efficiently.

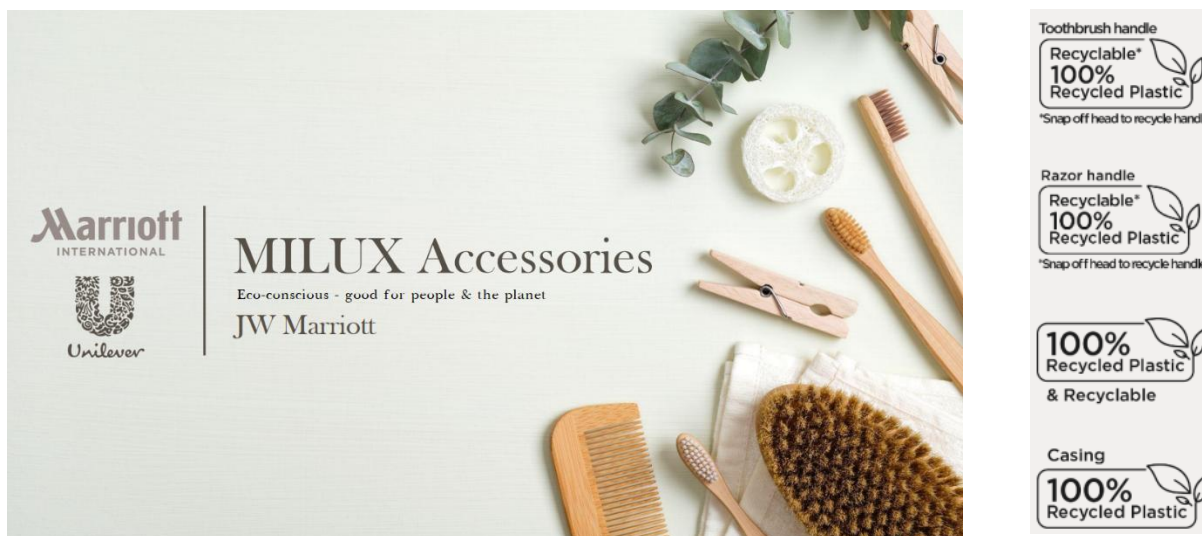


Eco-friendly Sustainable Resources



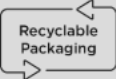


JW Marriott Bangkok and The Naka, A Luxury Collection Resort & Spa, Phuket promote the use of eco-friendly products by selecting MILUX amenities from Unilever, such as toothbrushes and combs made from bamboo, a natural, biodegradable material. This initiative

aims to reduce plastic usage and support sustainable business practices.

These products feature accessories made from 100% organic bamboo and plastic-free, recyclable packaging, with FSC certification. This is done to encourage environmentally responsible consumption while maintaining premium quality and craftsmanship, ensuring a balance between people and the planet.



Eco-friendly Sustainable Resources

Toothbrush (FSC Bamboo)		
Front of Pack:	Toothbrush	
Back of Pack:		
Specification:	100% FSC bamboo toothbrush with soft, black / white bristles	
Dimensions:	<ul style="list-style-type: none"> • Toothbrush: 17.5cm x 1.35cm • Box: 18.5cm x 2.8cm x 2cm 	
Colour:	<ul style="list-style-type: none"> • Handle – Natural Bamboo Colour • Bristles – Black / White 	
Material:		
Toothbrush handle:	<ul style="list-style-type: none"> • 100% FSC Certified Bamboo • MOSO bamboo • Oil Coated to prevent moisture 	Bio-degradable
Toothbrush bristles:	<ul style="list-style-type: none"> • PBT • BPA Free 	-
Outer Packaging:	300g FSC cardboard box with matte oil coating and water-soluble glue	Recyclable
Outer Packaging ink:	Soy-based ink	Bio-base
Icons and messaging:		
Packaging:  Soy ink print  Recyclable Packaging  FSC MIX Packaging FSC® C110963		Product:  Bamboo Accessory



Left: JW Marriott Hotel Bangkok



Right: The Naka a Luxury Collection Resort and Spa



3,700 kg

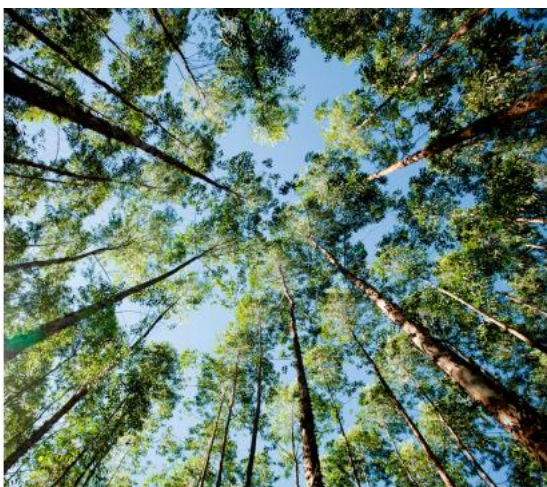
JW Marriott Hotel Bangkok adheres to the principles of "Reuse, Recycle, and Reduce," which are fundamental practices in the hotel's sustainability operations.

To support these principles, the hotel has implemented a concrete paper waste management program. In 2024, the hotel partnered with SCG Packaging Public Company Limited (SCGP) to donate a total of 3,700 kilograms of used paper from daily operations for proper recycling.



7,200 kg

A byproduct of running food and beverage operation, are used in the cooking process. Incorrect disposal methods of this product can negatively affect public health and the environment. The hotel has established a transparent tracing system for used cooking oil (UCO). In 2025, 7,200 kg of UCOs were responsibly delivered to our partners BSGF for recycling into biofuel.



JW Marriott Hotel Bangkok has transformed its daily financial reporting process from a paper-based system to a fully digital system through a centralized platform called "Project Tree."

This initiative aims to enhance the efficiency of all financial related processes, reduce operational costs, and improve compliance with regulations. Additionally, it promotes better data quality and overall operational performance.

Sustainable Plastic Waste Management

Plastic production and consumption continue to be major contributors to the global environmental crisis, particularly in terms of greenhouse gas emissions and the health of living organisms. JW Marriott Hotel Bangkok recognizes the impact of this issue and has formed a strategic partnership with Corsair Group to create an efficient and sustainable plastic waste management system.

Under this collaboration, plastic waste collected from the hotel is sent to Corsair for processing into advanced bio-oil, which can be used as an alternative energy source. As a result of this initiative, the hotel has earned CSR Plastic Credit certification, officially achieving "Plastic Neutral" status. This reflects the hotel's commitment to reducing the environmental impact of plastic use and actively supporting the circular economy.



1,400 kg

In 2025, JW Marriott Hotel Bangkok donated a total of 1,400 kilograms of plastic waste to Corsair Group for recycling and conversion into advanced bio-oil. This initiative is part of the hotel's sustainable resource management approach and supports its ongoing goal to maintain "Plastic Neutral" status.



995 kg

JW Marriott Hotel Bangkok has formed a strategic partnership with M-wrap to manage plastic waste sustainably, focusing on recycling food packaging plastic films to be transformed into shoes. This initiative promotes the efficient use of circular resources. In 2025, the hotel donated a total of 995 kilograms of used food packaging plastic film for recycling under this program.

Sustainability Procurement.

Marriott International sources goods and services only from qualified suppliers who meet required legal, safety, and contractual standards. The Company promotes fair competition and encourages innovative, cost-effective solutions that enhance quality and value. It also seeks to optimize procurement efficiency by coordinating and consolidating purchases of similar products where appropriate.



To continue its commitment to the highest standards of animal welfare across our operations and supply chains, JW Marriott Hotel Bangkok is proud to note that all of the Hotel's eggs are sourced from cage-free hens. 66.8% of pork purchased in 2025 was from crate-free pork.



Making every effort to help local communities, JW Marriott Hotel Bangkok is supporting local businesses by sourcing at least 62.6% of food purchases regionally.



As part of our commitment to promote sustainable sourcing, we have implemented the JW Garden as a signature element of the JW Marriott experience focused on producing homegrown herbs, which we use in our kitchens, enhancing our ala carte restaurant offerings.

The Responsible Seafood Program helps ensure seafood dishes are sourced with sustainability and traceability in mind, so guests can dine more responsibly without compromising marine ecosystems. At JW Marriott Hotel Bangkok, we are committed to improving seafood procurement and offering higher-quality sustainable products that support local fishing and farming communities while contributing to environmental, economic, and social well-being. In 2025, responsible seafood purchases reached 49.7%, exceeding the target of 30%.





Highlighted Sustainability Development Projects

HOP INN HOTELS

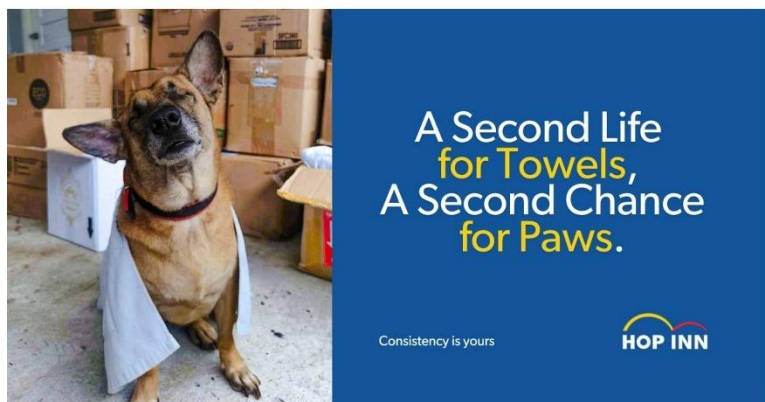
HOP INN’s Social and Environmental Responsibility Initiatives

HOP INN places great importance on social and environmental responsibility alongside providing quality services to guests. The brand believes that excellent service should extend to the surrounding community and environment.

Since 2024, HOP INN Thailand and Philippines have implemented a corporate social responsibility (CSR) initiative in collaboration with local foundations by donating retired hotel linens to be repurposed for the care of stray dogs. This project promotes the efficient use of resources while creating social value.

On the environmental front, HOP INN transitioned from providing single-use plastic bottled water to offering sterilized glassware in guest rooms and installing refillable drinking water stations on each floor. This initiative supports the reduction of single-use plastics and encourages environmentally friendly behavior.

Additionally, HOP INN encourages resource conservation by inviting guests to participate in the “Towel Reuse Program,” which helps reduce water and energy consumption from laundry services. This initiative further minimizes environmental impact while promoting more sustainable guest experience.



ERAWAN
TEA ROOM

KHAO CHAE FESTIVAL



Material Sustainability Issues

Green House Gas Emission Management: Commitment to Addressing Climate Change



The tourism and hospitality industry are closely linked to climate change, with both positive and negative impacts resulting from factors such as tourist travel, energy use for hotel services, and the design and construction of facilities that must consider local conditions, landscapes, and the effects of climate change.

The Erawan Group recognizes that operating hotels involve considering a wide range of environmental impacts and is committed to reducing organizational greenhouse gas emissions. This commitment extends across all hotels

in its portfolio, with the goal of supporting the country’s NDC (Nationally Determined Contributions) targets to achieve net-zero greenhouse gas emissions by 2050. The group has also outlined a long-term greenhouse gas management plan.

Objectives:

- Support Thailand’s goal of carbon neutrality by 2030.
- Ensure that 100% of hotels managed by the company implement services related to energy reduction and greenhouse gas compensation by 2030.



Business Opportunities and Risks

Opportunities

Erawan Group's hotel business caters to both domestic and international customers who have varying interests in greenhouse gas management. The company currently serves corporate clients, both local and international, who are interested in eco-friendly accommodation and meetings, such as "Green Meetings" or stays that offer carbon offset options. By intensifying efforts in this area, the company has the potential to expand its customer base in the future. Additionally, this focus opens greater opportunities to access green financing.

Risks and Challenges

The hotel and shopping center industries are energy-intensive services, with most of the energy consumption coming from the guests themselves, which may be difficult for hotels to control or manage. This presents a challenge for the company in achieving its greenhouse gas reduction goals. However, the company is making efforts to improve energy efficiency, construction practices, and incorporate environmentally friendly energy innovations into its business processes.

Additionally, the growing demand for environmentally friendly hotel services from both individual and business customers presents a risk. If hotels fail to adapt to this demand, they may miss out on long-term business opportunities.

Management Approach

- Manage energy usage according to set goals and plans.
- Increase the use of environmentally friendly energy sources within hotel operations, such as installing solar panels and providing customer services, such as adding electric vehicle (EV) charging stations.
- Set clear targets, plans, and management approaches, and assess progress against baseline years to monitor short- and long-term greenhouse gas reduction projects.
- Build partnerships with stakeholders on greenhouse gas management.
- Educate and raise awareness among employees and management about the role of hotel service providers in climate change.
- Elevate the hotel to meet Green Hotel standards and other environmental certifications.



Projects related to greenhouse gas management operations:



- Collaboration with Used Cooking Oil for Sustainable Aviation Fuel (SAF) Program: Since 2024, the company signed a memorandum of understanding with BSGF Co., Ltd. (a subsidiary of Bangchak Corporation Public Company Limited) in the "Fry Not Waste" project to manage used cooking oil from all hotels in the group. The used cooking oil is then converted into Sustainable Aviation Fuel (SAF), which can reduce greenhouse gas emissions by more than 80% compared to traditional aviation fuel. In the past year, the company contributed to reducing CO₂-equivalent emissions by up to 2,032 tons of carbon dioxide equivalent.



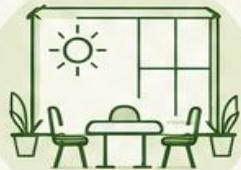
SUSTAINABLE OPERATIONS

BUILDING EFFICIENCY.
REDUCING IMPACT.

Grand Hyatt Erawan Bangkok focuses on efficient building operations to reduce greenhouse gas emissions and water usage.



1



Utilizes natural light in meeting rooms and public areas, helping to reduce electricity demand.

2



Uses variable speed drivers in chillers and fans in the cooling tower.

3



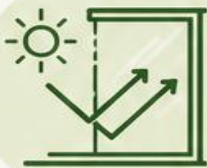
The hotel is transitioning entirely to LED lighting.

4



Employs ASHRAE energy audits to identify opportunities for improvements.

5



Installs exterior window film to reduce heat load.

6



Conducts energy/water audits every 5 years as required by the regional office.

7



Conducts building installation inspections by external auditors as required by the regional office.

OUR COMMITMENT

Through continuous improvement and responsible resource management, we are building a more efficient, resilient, and sustainable future.



LOWER EMISSIONS
Reducing our carbon footprint



WATER EFFICIENCY
Conserving resources for the future



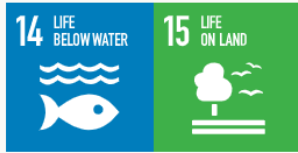
SMART OPERATIONS
Using data and audits to drive efficiency



RESPONSIBLE HOSPITALITY
Caring for our guests, our people and our planet



Biodiversity Management



The company aims to undertake biodiversity-related activities as follows:

Sustainable biodiversity management must consider the conservation of resources and their balanced use. Creating an understanding of how to appropriately utilize resources and collectively care for them will be a fundamental principle in preserving biodiversity.



Sustainable Reforestation Project

The Erawan Group annually organizes the Sustainable Reforestation Project in celebration of World Environment Day, reflecting the Company's commitment to environmental stewardship and long-term sustainability. Over the years, the Company has supported the planting of more than 1,000 trees and has continuously collaborated with both public and private sector partners to implement environmental conservation initiatives. Through these efforts, The Erawan Group aims to contribute to the creation of sustainable green spaces and strengthen environmental sustainability within Thai society.

In 2025, hotels under The Erawan Group collectively planted a total of 2,140 trees across five provinces, namely Samut Prakan, Saraburi, Phang Nga, Krabi, and Phuket. Based on guidance from Thailand's Department of Climate Change and Environment, which estimates that each tree can absorb approximately 9–15 kilograms of carbon dioxide per year, the planted trees are expected to collectively absorb approximately 19,260 kgCO₂e annually (equivalent to 19.26 tCO₂e per year).

These reforestation activities form part of the Group's ongoing initiatives to support biodiversity conservation, raise environmental awareness, and encourage employee participation in environmental activities. The project also reinforces the Company's commitment to contributing to long-term environmental sustainability and climate change mitigation efforts.



A Nurturing Touch for Our People & Communities



International
Women's Day



Material Sustainability Topics

Social Management

Social Sustainability

The company operates responsibly, considering the impact on communities, society, and all stakeholders across the business value chain. We contribute to the development of the economy and society through local and regional employment and the promotion of good jobs. We support community products while expanding our business into different areas, enhancing the capabilities of both employees and communities.

We focus on building skills and knowledge in hotel services for the local communities to foster careers and

social engagement. This also supports the advancement of the tourism industry (Eco-Tourism) and the creation of sustainable destinations. In addition, we work to engage with local communities, respecting their cultural heritage, and ensuring the well-being of employees and communities by improving their quality of life. Our approach emphasizes sustainable employee development in alignment with the company's core values

Human Resources Management



Goals

- **Workplace Accident Rate:** Zero accidents reported
- **Labor Disputes and Human Rights**
Violations: Zero disputes
- **Employee Skill Development:** Focus on enhancing employee skills and potential to improve work processes, ensuring efficiency and alignment with the organization's goals
- **Quality of Life:** Promoting the well-being of employees, customers, business partners, and surrounding communities
- **Community Employment Opportunities:** Supporting educational initiatives to create career opportunities for local communities
- **Employee Training:** Employees receive an average of more than 60 hours of training per person per year

Business Opportunities and Challenges

Opportunities

With the hotel branches spread across Thailand and the Southeast Asia Pacific region, the company has greater opportunities to attract high-performing (Talent) and diverse (Diversity) employees. Furthermore, having a diverse workforce supporting vulnerable groups, and embracing gender, race, religion, age, and attitude diversity enhances the potential for community, societal, and service business development. It also fosters stakeholder engagement and positions the company to adapt to future changes.

Opportunities and Challenges

The hotel industry experiences high employee turnover and operates with seasonal flexibility, allowing the company to manage its workforce efficiently. This requires effective human resource planning to align with varying demands throughout the year. Promoting attractive benefits, providing comprehensive employee care, and continuously developing employee potential will help ensure workforce stability, which is crucial for driving the business towards long-term sustainability.

Employee Information

As of the end of 2025, the company and its subsidiaries in Thailand employ a total of 4,391 individuals. The total compensation, including salaries and bonuses, amounts to 2,098,657,154 Baht. Additionally, 2,239 employees are members of the provident fund, representing 50.59% of the total workforce.

Employee Welfare

The company emphasizes holistic employee care, supporting both physical and mental health. It also promotes improvements in the work environment to ensure employee satisfaction and well-being, fostering long-term retention within the organization. By doing so, employees can contribute to the company's progress, delivering sustainable value to stakeholders. Furthermore, the company ensures equal treatment of all employees, in line with universal human rights practices.

Employee Benefits

The company provides benefits required by law and offers additional perks such as health insurance, accident insurance, provident funds, workmen's compensation, financial assistance, and various employee activities. These include training, educational opportunities, and career advancement prospects.

Employee Recruitment

The company conducts recruitment in adherence to human rights principles, ensuring equality, dignity, and equal treatment regardless of race, color, gender, age, religion, or beliefs. All candidates are considered based on the qualifications required for the position. New employees receive orientation and on-the-job training, with opportunities for internal mobility, job transfers, or promotions to further develop skills and enhance career advancement prospects, both domestically and internationally.

Training and Employee Development

The company is committed to fostering awareness, understanding, and instilling a sense of unity among employees through its core values and organizational culture (EPIC). Continuous communication is carried out to drive behaviors that align with the company culture. This is achieved through various programs and activities such as Corporate Townhall, Meet the President, DNA Culture-Based Activities, and Employee Engagement Programs, among others. These initiatives help reinforce the organizational culture and ensure employees embody the company's values in their daily work.



หลักสูตร MS Excel & Power BI Build Dynamic Dashboard and Report

Employee Skill and Potential Development

The company actively promotes continuous learning and development of employee potential. Learning opportunities are provided through the Corporate Learning Center, offering both onsite and online formats to maximize effectiveness. Knowledge is shared by both internal and external trainers, along with access to leading platforms and institutions in Thailand and abroad. Employees engage in programs designed to develop new knowledge and skills in various areas, such as:

- Corporate Signature Program
- Leadership Development Program
- Digital Upskills Program
- English Upskills Program
- Individual Development Plan (IDP)
- Mindset & Lifestyles Program
- Online Learning via Cariber Platform

Online Training in 2025

DHAMMA PEE MAI

saccadhiko
หลวงพ่อเจ้าฟ้า ปาเลอประไพ




MEET ERAWAN
10 JAN 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

THE WORLD AHEAD 2025

Sai_moneymonster
นางสาว อธิวิมลใจอินทร์ 2025



MEET ERAWAN
7 FEB 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

THE AI ERA 2025

krunitaextra
คุณอรุณี อภิวัฒน์มูอ AI 2025



MEET ERAWAN
7 MAR 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

HONEST COMMUNICATION

Articulate
คุณอรุณี อภิวัฒน์มูอ อธิวิมลใจอินทร์



MEET ERAWAN
4 JUL 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

INCLUSIVE SOCIETY

annaunfinn
คุณอรุณี อภิวัฒน์มูอ อธิวิมลใจอินทร์



MEET ERAWAN
18 JUL 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

PERSONAL COLOR

nutto.bestbody
คุณอรุณี อภิวัฒน์มูอ อธิวิมลใจอินทร์



MEET ERAWAN
22 AUG 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

HEALTHY DAISY

healthydaisy
คุณอรุณี อภิวัฒน์มูอ อธิวิมลใจอินทร์



MEET ERAWAN
19 SEP 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

HEALME WELLNESS

meta_healme
เมธา สุภาวดี-สุนทร TOXIC



MEET ERAWAN
24 OCT 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

ECOLIFE SHOWCASE

toppipatKid
ทอปิปัท อธิวิมลใจอินทร์



MEET ERAWAN
21 NOV 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

NEW EMERGING INFECTIOUS DISEASES PREVENTION & EARTHQUAKE SICKNESS

My Doctor Allianz
หมอบุญ ภิรมชาติ



MEET ERAWAN
29 APR 25
MST ONLINE 14.00-15.00


ความรู้และการป้องกันโรคติดต่ออุบัติใหม่ และอาการจากแผ่นดินไหว

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

LEADER SECRET

ying_pimlaphat
หญิง พิณลาภ CEO สหจิว



MEET ERAWAN
16 MAY 25
MST ONLINE 10.00-11.30

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

NEW RHYTHM DEI & LIVE MUSIC

rosesirintip
วีระ ธีระคุณ เด็ - ธีระคุณ



MEET ERAWAN
13 JUN 25
ONSITE 10.00-11.30
7th FLOOR : 7-01

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

NEW U: LAW OF VIBRATION

krunanhappiness
คุณเม ณัฐวิมลใจงามความสุข



MEET ERAWAN
17 DEC 25
MST ONLINE 10.00-11.30

EVERYTHING WILL BE FINE.

THE ERAWAN GROUP

YOU ARE ALL INVITED FROM HRHO !

THE ERAWAN GROUP | กลุ่มน้ำใจ

Vaccines and Immunization

ความรู้วัคซีนแต่ละประเภท กับ การสร้างภูมิคุ้มกันโรค และ อีพิดีโอมิกส์ ใช้ชีวิตใหญ่



กศ.พิพจน์ อีโง (คุณเอก ธีสิทธิ์ โรงพยาบาลกล้วยน้ำไท)

27 FEB 25 MST ONLINE 10.00-11.30

CORPORATE HR

THE ERAWAN GROUP | SCBAM

SCB PVD and Personal Plan for Tax Deduction

กองทุนสำรองเลี้ยงชีพ SCB และ ความรู้กรมสรรพากร มีส่วนบุคคล



K. Sittiporn Kesornvibul - AD | K. Sirinut Nutthirameth - AD

7 AUG 25 MST ONLINE 10.00-11.30
ERW HO HOC TC-ACCOR
ERW HO HOC

CORPORATE HR

THE ERAWAN GROUP | 43rd Since 1982 - Present

Enhancing Organizational Readiness through CALL TREE DRILL

การเตรียมความพร้อมและกระบวนการ Call Tree สำหรับแจ้งเหตุฉุกเฉิน



Coach Mon
Suvimon Rajkangsadan
DIRECTOR - RM ERW

21 MAR 25
MST Online 10.00-10.30
30 MINS : ERW HO & HOC

CORPORATE HR

THE ERAWAN GROUP | 43rd

Anti-Corruption Code of Conduct and Connected Transaction



2 DEC 2025
MST Online 10.00-11.30

Coach Buai
Kanakwan Thongsivarugs
AEPV - IACG ERW

CORPORATE HR

Onsite Training in 2025



POWER BI for Business Interactive Dashboard



MS Excel for Business Interactive Dashboard



Leading at the Speed of TRUST@



The Secret Sauce Summit



Innovation Board Game



LEGO Series Play Game



Creative Problem-Solving Game



Community Engagement



JW Marriott Bangkok marked Pride Month with the “Plant with Pride” event, featuring Pride-themed shirts, a coastal cleanup collecting 25 kg of waste, and the planting of 60 mangrove trees. The activity was organized in collaboration with Bang Pu National Forest Education Center, with a total contribution of THB 25,000. The effort is expected to reduce 738 kg of CO₂ annually, equivalent to emissions from nearly three cars. Associates, TakeCare Champions, and NextGen representatives joined the activity, reflecting a strong commitment to inclusion, community impact, and sustainability.



On 4 July 2025, JW Marriott Hotel Bangkok supported **Foundation for Slum Child Care in Thailand** by welcoming representatives from the organization to collect donation boxes placed at the hotel. A total donation of THB 3,715 was raised, with all contributions going toward meals, medical care, and essential support for underprivileged children.



Baking Happiness Together - On 31 July 2025, JW Marriott Bangkok, together with Erawan Group hotels, proudly delivered 250 baked goods and a donation of THB 25,000 to Thanyaburi Shelter for Homeless Women in Pathum Thani, Thailand. This heartfelt initiative is part of Marriott's SERVE360 program, aimed at creating a meaningful impact in the community through compassion, and shared purpose.care, compassion, and shared purpose.



2025 Flea for a Cause - Organized by Next Gen - Jr. Business Council Members of JW Marriott Bangkok, Flea for a Cause 2025 brought together 27 Marriott hotels in Bangkok for a meaningful fundraising event at Renaissance Bangkok Ratchaprasong. Through Pre-Sales held from 19-21 March 2025 and the main event on 22 March 2025, a total donation of THB 20,000 was raised and contributed to Save the Children Thailand to support initiatives that create better opportunities for children in need.



Sustainability & CSR

Save the water X Save the children



COURTYARD BY MARRIOTT

Courtyard by Marriott Supports Save the Children Thailand.

We provide 3 complimentary bottles of water per day in your guest room. For every additional bottle (4th or more), we would like to ask for a donation of THB 20 to support children in need across Thailand.

Thank you to all our guests for supporting



COMPLIMENTARY WATER BOTTLES & DONATIONS SUMMARY

Unit: Bottles / Amount in THB

Description	Jan	Feb	Mar	Apr	May (MTD 19 May)	Year 2025
Bottles	0	61	91	32	18	202
Total	-	1,220.00	1,820.00	640.00	360.00	4,040.00



This program starts from **February 2025 onwards**



Remark: This “Save the water X Save the children” program is an initiative of Courtyard by Marriott to promote responsible water use and support children in need through Save the Children Thailand.





The Naka Island, a Luxury Collection Resort & Spa, Phuket was recognized “Micheline 2025”

Material Sustainability Topic

Social Management

Career Development and Community Engagement

The Company places importance on supporting children's rights, students, and youth in line with the Children's Rights and Business Principles, particularly the Right to Development and the Right to Participation. As part of this commitment, The Erawan Group has implemented the HOP NextGen program, an educational guidance initiative designed for students in vocational certificate (VTC) and higher vocational certificate (HVC) programs specializing in hotel and tourism studies. In 2025, the Company further expanded the initiative to create broader benefits for communities and society through the following programs:

HOP Inn Program for Hotel Workforce Development

Initiated in 2022, the HOP Inn Program supports students from vocational and higher education institutions by providing practical training opportunities and preparing them for careers in the tourism and hospitality industry. The program aims to strengthen workforce capabilities and address the growing demand for qualified hospitality professionals.

In 2025, a total of 38 students (12 male and 26 female) from 14 educational institutions participated in the program, gaining hands-on experience at the Company's headquarters and 11 hotel branches. Altogether, students

completed 5,180 internship days in accordance with the established training agreements.

HOP NextGen Program

Building upon its educational guidance activities for VTC and HVC students in hotel and tourism-related fields, the HOP NextGen program provides students with opportunities to gain firsthand insights from hospitality industry professionals and experts from the Tourism Authority of Thailand (TAT). These sessions share valuable perspectives on tourism development across different regions of Thailand while helping students enhance their professional knowledge and career readiness.

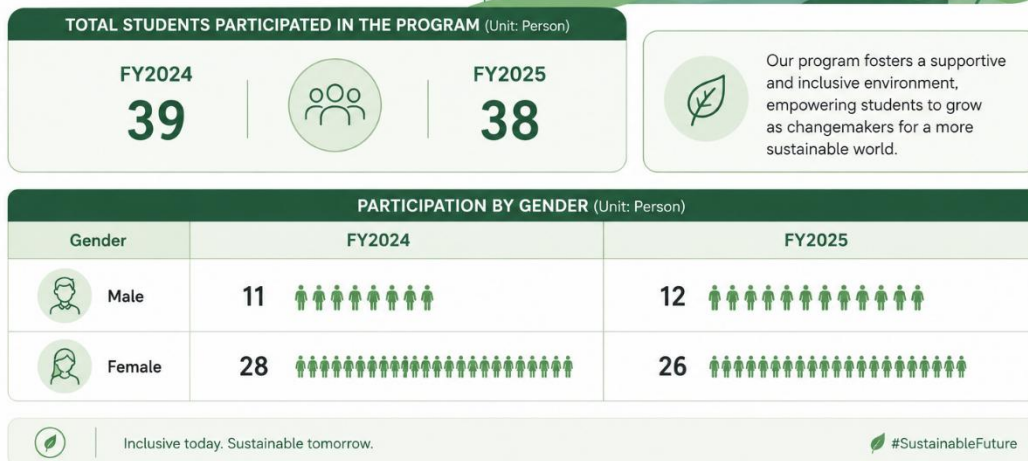
In addition, students are given opportunities to visit operational establishments and learn directly from real workplace environments. Through these practical experiences, participants gain industry exposure, operational understanding, and hands-on skills that better prepare them for future careers in the tourism and hospitality sector.

For more details, please visit our website

<https://www.theerawan.com/en/sustainability-projects>

Program Participation Overview

Diverse participation is key to building a more inclusive and sustainable future. In FY2025, we continued to empower students from all backgrounds through meaningful learning opportunities.



HOP INN Thailand supports the National Vocation Policy of the Office of Vocational Education Commission

In 2025, HOP INN signed a Memorandum of Understanding with Rakthai Business Administration Technological College, covering 14 campuses, to enhance vocational education, develop students’ practical skills, and create employment opportunities, contributing to sustainable workforce development in the hospitality industry. Through this collaboration, students from the Electrical Power Technician program, Department of Electrical Power Technology, under both regular and dual vocational education systems receive on-the-job training at participating HOP INN hotels, gaining hands-on experience in supporting the operation and maintenance of air-conditioning and electrical systems within hotel premises. The collaboration also promotes knowledge sharing between students, lecturers, and hotel personnel, strengthening HOP INN’s operational capabilities and building skilled future professionals for the hospitality industry.

The program provides students with the opportunity to gain firsthand insights from industry practitioners, tourism and hospitality experts, and representatives from the Tourism Authority of Thailand (TAT), who share valuable perspectives on tourism development across various provinces and throughout Thailand. In addition, students strengthen their professional skills through visits to operational establishments, where they can learn directly from real workplace environments and operational practices. These hands-on experiences enhance their practical knowledge, broaden their industry understanding, and better prepare them for future careers in the tourism and hospitality sector.

Through these activities, the program creates positive impacts on the organization, communities, and society, as well as youth and students in the following ways:

Positive Impact on the Organization

- Strengthens the development of a skilled workforce aligned with the evolving needs of the tourism and hospitality industry, enhancing the long-term competitiveness and sustainability of the business.
- Promotes collaboration among educational institutions, government agencies, and industry partners to support the sustainable development of Thailand's tourism sector.

Positive Impact on Communities and Society

- Expands educational and career opportunities for local youth, helping reduce unemployment and stimulate local economic growth.

- Supports the development of a high-quality workforce capable of meeting the increasing demand of the tourism and hospitality industry.
- Encourages sustainable tourism practices by fostering knowledge, awareness, and responsible mindsets among the next generation of hospitality professionals.

Positive Impact on Youth and Students

- Enhance practical skills and industry knowledge that can be directly applied in tourism and hospitality careers.
- Provides internship opportunities and industry networking experiences, increasing students' employability after graduation.
- Inspires and prepares students for future careers through hands-on learning experiences and mentorship from hospitality professionals.

The HOP NextGen program represents more than an educational outreach initiative; it serves as a foundation for nurturing a new generation of talents equipped with the knowledge, skills, and awareness needed to sustainably advance the tourism and hospitality industry. Through this initiative, The Erawan Group aims to contribute to long-term growth for businesses, communities, and society.

In addition, the program reflects the company's commitment to creating Shared Value by simultaneously strengthening local workforce capabilities and creating employment opportunities, while also enabling the Company to develop and recruit talent aligned with its business needs, supporting sustainable business growth in the future.

The Naka Island, a Luxury Collection Resort & Spa, Phuket, supports local youth education through the Naka School Community Outreach Program, involving volunteer activities and collaboration with public-spirited individuals from various countries.

In 2024, the resort partnered with Emilia Rzycka, who was inspired by this initiative, and dedicated one month to teaching English to the students at Ban Koh Naka School. This activity not only enhances language skills among local youth but also fosters cultural exchange and strengthens the relationship between the hotel and the community.

This program reflects the company's commitment to being a part of sustainable social development, focusing on improving the quality of life in the community through education and continuous engagement.

Since initiating this program in 2024, the Company has remained committed to continuously supporting and expanding this initiative through collaboration among our hotels, hotel guests, and local communities. Through active stakeholder engagement and collective participation, the initiative aims to create positive environmental and social impacts while strengthening long-term sustainability awareness and community relationships.



Positive impacts from the Naka School Community Outreach Program are as follows:

- For the organization: It enhances the company's image as a socially responsible entity and contributes to sustainable development at both local and global levels. The program also fosters a sense of connection among employees, volunteers, and the community through participation in meaningful activities.
- For the community: It provides children and youth in the area with opportunities to access education and develop essential skills, particularly in English, which benefits their future educational and career opportunities.
- For society: The program encourages business sector involvement in improving the quality of life, especially in remote areas, serving as a model for private companies to contribute to social development alongside business operations.
- For the youth: Students experience holistic development, including improved skills, confidence, and inspiration for learning. The opportunity to interact with international volunteers broadens their perspectives and fosters dreams of learning and growth with purpose.

On 27th November 2025, our Grand Hyatt Erawan Bangkok leadership committee and associate team came together to partner with Thai Airways to donate pillows to families affected by the flooding in Hat Yai.



The Erawan Group Public Company Limited



Extending Our Support to Flood-Affected Communities in Southern Thailand

Hyatt hotels worldwide are committed to providing career opportunities for disadvantaged youth, with a goal to hire 10,000 young people aged 16-24 who are not in education or employment by 2025. The hospitality industry offers individuals the chance to start from entry-level positions and grow into stable, long-term careers. The RiseHY program not only reflects Hyatt's commitment to making

a positive impact on communities but also serves as a key strategy for attracting talented individuals to drive the company's sustainable future.

At Grand Hyatt Erawan Bangkok, the RiseHY program has successfully hired 15 disadvantaged youth, most of whom graduated from the Hotel and Restaurant Training Center (HCTC) in Mae Sot, Tak Province.



Overview of Projects and Activities Encouraging Employee Participation in Social Management



กิจกรรมส่งเสริม Diversity, Equity, Inclusion, and Belonging

Giving for Good Baan Kru Jaa DONATION

♥ IHG - Giving for Good Activity

Holiday Inn Pattaya, led by the management team, donated snacks and beverages to the Anti-Human Trafficking and Child Abuse Center, Baan Kru Ja as a small act of kindness to bring smiles and happiness to the children 🥰❤️

กิจกรรม IHG - Giving for Good โรงแรมฮอลิเดย์ อินน์ พัทยา นำทีมโดยผู้บริหารได้บริจาคขนมและเครื่องดื่มให้กับ "ศูนย์ต่อต้านการค้ามนุษย์และเด็กถูกล่วงละเมิดบ้านครุจา" เพื่อเป็นอีกหนึ่งพลังเล็ก ๆ ที่ช่วยเติมรอยยิ้มและความสุขให้กับน้อง ๆ



Donates Used Items to Baan Nokkamin Foundation

To celebrate IHG Giving For Good Month September 2025, Holiday Inn Pattaya conducted Sharing For Good / Item Donation Activity on Wednesday, the 10th of September 2025. We collected useful and usable items from our team members and donated them to Baan Nokkamin Foundation, a Christian organization that offers assistance to orphans, street children, underprivileged children, the elderly and drug addicts by developing and changing their lives and strengthening them emotionally so that they are ready to face the world in the future. We donated more than 30 boxes and bag filled with items for the ill-fortuned members of our society.



เพื่อเฉลิมฉลอง IHG Giving For Good Month เดือนกันยายน 2025 โรงแรมฮอลิเดย์ อินน์ พัทยา ได้จัดกิจกรรม Sharing For Good / การบริจาคสิ่งของ ในวันพุธที่ 10 กันยายน 2025 โดยเราได้รวบรวมสิ่งของที่มีประโยชน์และสามารถใช้งานได้จากเพื่อนพนักงาน และนำไปมอบให้กับ มูลนิธิบ้านนกขมิ้น ซึ่งเป็นองค์กรคริสเตียนที่ให้การช่วยเหลือเด็กกำพร้า เด็กเร่ร่อน เด็กด้อยโอกาส ผู้สูงอายุ และผู้ติดยาเสพติด ด้วยการพัฒนาคุณภาพชีวิต เปลี่ยนแปลงตนเอง และเสริมสร้างกำลังใจ เพื่อให้พวกเขาพร้อมที่จะเผชิญโลกกว้างในอนาคตในครั้งนี้ เราได้มอบสิ่งของกว่า 30 กล่องและถุง เพื่อส่งต่อให้กับสมาชิกในสังคมที่ด้อยโอกาส

Holiday Inn Pattaya hosts 40 Children from Ban Kruja at Kids' Club

In our quest for providing a better opportunity for the not-so-fortunate members of the society where we operate, Holiday Inn Pattaya has been collaborating with Baan Kruja in Pattaya for many years now. To celebrate the 1st anniversary of its new Kid's Club at Bay Tower, Holiday Inn Pattaya will host 40 children from Baan Kruja on Monday, the 20th of October 2025 for a fun-filled time at the Bounce Room located at the Kids' Club followed by a lunch specially prepared by our Kitchen Team.

ในการมุ่งมั่นที่จะมอบโอกาสที่ดีขึ้นแก่คนในสังคมที่ด้อยโอกาส โรงแรมฮอลิเดย์ อินน์ พัทยา ได้ร่วมมือกับบ้านครูจา พัทยา มาอย่างต่อเนื่องเป็นเวลากว่าหลายปี เพื่อเฉลิมฉลองครบรอบ 1 ปี ของ **คิตส์คลับแห่งใหม่** ที่ดิกเบย์ โรงแรมฮอลิเดย์ อินน์ พัทยา จะต้อนรับเด็ก ๆ จำนวน 40 คน จากบ้านครูจา ในวันจันทร์ที่ 20 ตุลาคม 2025 มาร่วมสนุกสนานที่ ห้อง Bounce Room ภายในคิตส์คลับ ก่อนจะเพลิดเพลินกับมื้อกลางวันที่ทีมครัวของเราได้จัดเตรียมไว้อย่างพิเศษ



Holiday Inn Pattaya Aims to Benefit 2 Foundations with 1 Action

Holiday Inn Pattaya is always alert in looking for projects that maximize social benefits. Another such opportunity came up when we got to know about a very special and delicious snacks prepared by Ban Kon Pisate Social Enterprise Company Limited. Holiday Inn Pattaya will buy these snacks and sell to our guests & team members with the objective of donating the profit, after all expenses are covered, to Baan Kruja, another foundation that we have been collaborating with for many years now. What a great way indeed to benefit 2 foundations with 1 action!



โรงแรมฮอลิเดย์ อินน์ พัทยา มุ่งมั่นมองหาโครงการที่สามารถสร้างประโยชน์ต่อสังคมได้สูงสุดอยู่เสมอ และครั้งนี้เราได้มีโอกาสที่น่ายกย่องอีกครั้ง เมื่อได้รู้จักกับขนมอร่อยพิเศษที่จัดทำโดย บ้านคนพิเศษ วิทยาลัยสงฆ์เพื่อสังคม จำกัด โรงแรมฮอลิเดย์ อินน์ พัทยา จะซื้อนำขนมเหล่านี้มาจำหน่ายให้กับแขกผู้เข้าพักและเพื่อนพนักงาน โดยมีวัตถุประสงค์ที่จะนำกำไรหลังหักค่าใช้จ่ายทั้งหมด บริจาคให้กับ บ้านครูแจ้ อีกหนึ่งมูลนิธิที่เราได้ร่วมงานกันมายาวนานนับเป็นโอกาสที่ยอดเยี่ยมที่สามารถช่วยเหลือ 2 มูลนิธิในหนึ่งกิจกรรมเดียว!



Donation of snacks and beverages to the Anti-Human Trafficking and Child Abuse Center (Baan Kru Ja), supporting vulnerable children in the local community.



The hotel proudly participated in the Pattaya Pride Parade, celebrating diversity, inclusion, and equality. The event was marked by vibrant colors, confidence, and the collective power of equality, reinforcing our commitment to an inclusive workplace culture and community engagement.



H Holiday Inn
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Holiday Inn

Holiday Inn Pattaya was pleased to be part of sharing smiles and happiness through a staff-led donation initiative.

Colleagues generously donated items such as clothing, shoes, bags, and soft toys, which were delivered to the Baan Nok Kamin Foundation through the "Luea-Kho (Give & Receive)" program.

We sincerely thank all colleagues who contributed and helped give deeper meaning to the spirit of giving, together creating a warm and caring culture of sharing within our community.



Holiday Inn

The hotel participated in IHG Run for Good 2025, a charitable initiative organized to raise funds in support of the Foundation for the Blind in Thailand under the Royal Patronage. To maximize fundraising impact, the hotel conducted a charity T-shirt sale over a three-month period prior to the event, with proceeds contributed to the overall donation.

Funds raised from both the T-shirt campaign and event participation were donated to the foundation to support programs that enhance quality of life, accessibility, and opportunities for people with visual impairments. This initiative reflects our commitment to community engagement, inclusion, and long-term social sustainability, while actively involving colleagues in purpose-driven activities.



The Holiday Inn Pattaya team, in collaboration with the Pattaya City Environmental Office, organized a beach clean-up activity to support environmental sustainability. Colleagues actively participated in collecting waste along the beach, combined with a friendly clean-up challenge to encourage engagement and awareness. The initiative contributed to cleaner coastal areas while reinforcing environmental responsibility and teamwork.



H Holiday Inn
AN IHG HOTEL
©2016 InterContinental Hotel Group

Holiday Inn

Holiday Inn Pattaya organized and participated in a blood donation initiative, inviting colleagues and community members to donate blood to help patients in need and support life-saving medical care.

This initiative reflects the hotel's commitment to public health, community well-being, and social responsibility, while fostering a culture of care and compassion among our team.



AN IHG HOTEL
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Holiday Inn

From October onwards, the hotel has partnered with Scholars of Sustenance Foundation Thailand to donate surplus buffet breakfast food from East Coast Kitchen and the Collective to underprivileged communities in the Chonburi area.

This ongoing initiative supports community nourishment, food waste reduction, and responsible consumption, reinforcing the hotel's commitment to long-term social and environmental sustainability.



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Holiday Inn



GIFTS OF LOVE

This initiative aims to share love, care, and happiness with children in need. By donating toys, school supplies, and essential items, we hope to brighten their day, support their development, and remind them that they are seen, valued, and loved.

April 30, 2025 | Phayathai Babies' Home Foundation



JOB FAIR COLLABORATION

To support career development and employment opportunities through a collaborative job fair with the Ministry of Higher Education, Science, Research and Innovation. This event connects students, graduates, and job seekers with leading employers and industry professionals.

May 9, 2025 | Queen Sirikit National Convention Center



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BIG TALK: CHANGING WORLD

To inspire and empower students by sharing valuable knowledge, insights, and real-world experiences. This session encouraged open dialogue and forward-thinking perspectives to help students navigate and thrive in a rapidly changing world.

June 9, 2025 | Panyapiwat Institute of Management



STRENGTHENING FUTURES

To formalize partnership between Marriott International and Sripatum University through a, career development, and future opportunities for stuMOU, aimed at fostering academic collaboration in the hospitality industry.

June 23, 2025 | Aloft Bangkok Sukhumvit 11



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LINEN WITH LOVE

Caring for Animals & the Environment

To support both environmental sustainability and community welfare by donating clean, expired linens to two compassionate organizations:

- Stray Dogs Cha Am In Phetchaburi
- The Man That Rescues Dogs Foundation In Chonburi

These donations help provide comfort to rescued animals while reducing textile waste.

May 27, 2025 | Rong Muang Post Office, Bangkok

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PRIDE IN LEADERSHIP

LGBTQ+ Wellness Talk

In celebration of Pride Month, this special session featured inspiring leadership journeys of LGBTQ+ leaders within Marriott International. The event aimed to empower others while reinforcing the company's unwavering commitment to diversity, inclusion, and equality at all levels of the organization.

June 18, 2025 | Moxy Bangkok Ratchaprasong

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SONGKRAN DAY 2025

To celebrate Songkran Day 2025 by participating in a meaningful Thai tradition—carrying sand into the temple and building sand pagodas at Wat Pathum Wanaram. This activity symbolizes merit-making and community spirit during the Thai New Year.

April 14, 2025 | Pathum Wanaram Temple

ORIENTATION & JOB SAFETY

To conduct a comprehensive orientation and job safety analysis for team members, ensuring awareness of workplace safety protocols, responsibilities, and best practices. This session supports a safe and informed working environment at Courtyard by Marriott Bangkok.

April 17, 2025 | Courtyard by Marriott Bangkok



CELEBRATING EXCELLENCE Associates of the Year 2024



To recognize and celebrate the outstanding achievements of the Associates of the Year 2024, a key initiative under the TakeCare program. This recognition reflects our commitment to fostering a strong workplace culture and empowering associates to reach their full potential through dedication, passion, and performance.

April 25, 2025 | Courtyard by Marriott Bangkok





CELEBRATING OUR PEOPLE

A cherished tradition at Marriott, Associate Appreciation Week celebrates the vibrant culture we've built together and honors the associates who bring it to life every day. It's a time to recognize their dedication, passion, and the meaningful contributions they make to our success.

May 13–15, 2025 | Courtyard by Marriott Bangkok

COURTYARD
BY MARRIOTT

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ELEVATING GUEST EXPERIENCE

To ensure service excellence and deliver an outstanding guest experience, this workshop equips associates with a deep understanding of Courtyard culture, along with both fundamental and advanced service standards

May 19, 2025 | Courtyard by Marriott Bangkok

HIRING WITH CONFIDENCE

To support managers and supervisors in mastering the Marriott recruitment interview process, this certification program provides essential tips, techniques, and best practices for identifying and selecting the most suitable candidates.

May 23, 2025 | Courtyard by Marriott Bangkok

COURTYARD
BY MARRIOTT

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WELLNESS DAY 2025

To celebrate Wellness Day with a burst of energy and positivity through exciting outdoor workout sessions—Les Mills Dance and BODYCOMBAT—in collaboration with Jett Fitness. This event promotes physical well-being, team spirit, and a healthy lifestyle for all participants.

June 11, 2025 | The Westin Grande Sukhumvit Bangkok

COURTYARD
BY MARRIOTT

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MAKEUP CLASS BY VIE COSMETIC

This exclusive session offered associates the opportunity to learn professional makeup techniques from a VIE Cosmetic expert. The class aimed to boost confidence and enhance professional appearance in the workplace, empowering team members to present their best selves every day.

July 7, 2025 | Courtyard by Marriott Bangkok

COURTYARD
BY MARRIOTT

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ROAD TO GIVE 2025

As every year, Courtyard by Marriott Bangkok proudly joined ROAD TO GIVE 2025, the charity run of the year, organized by Marriott International. It aims to spread the power of smiles and better opportunities to children. All proceeds after expenses will be donated to the Operation Smile and Mercy Centre Foundation to support children's health and education.

November 23, 2025 | Stadium One

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Courtyard Culture Week

"Fund Raising activities initiated by each department"

We hosted a Fund-Raising activity with hotel's associates through the selling of 2nd hand cloths, Snack selling, Game playing ticket selling and Lucky Draw selling.

October 17, 2025 | Erawan I-II, BKKCY

6 Courtyard Gives Back

During Courtyard Culture Week, our associates came together to host fun and meaningful activities raising

Total of 35,778 THB.

This contribution is proudly donated to support the Hatyai Funding. Thank you to all associates for making an impact!

COURTYARD Bangkok

COURTYARD Bangkok Sukhumvit 22

COURTYARD Bangkok Sukhumvit 33

COURTYARD Bangkok North Pattaya

COURTYARD Phuket Town

COURTYARD Phuket Beach Resort

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World Mental Health Day

October 10th of each year has been designated as World Mental Health Day since 1992. It aims to raise awareness of the importance of mental health and the need to invest in the prevention and treatment of mental health issues.

Our hotel recognizes the importance of this for all its employees. Therefore, we organized movie screenings with snacks and provide a relaxation area so that participating employees can unwind and relieve stress and fatigue from their daily work.

October 10, 2025 | Courtyard by Marriott Bangkok



COURTYARD
BY MARRIOTT

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World Mental Health Day

In addition, Watercolor Painting activity was organized for participating employees to relax from their daily work and to keep as souvenirs.

October 10, 2025, | Courtyard by Marriott Bangkok



COURTYARD
BY MARRIOTT

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Courtyard by Marriott: Celebrating Our People

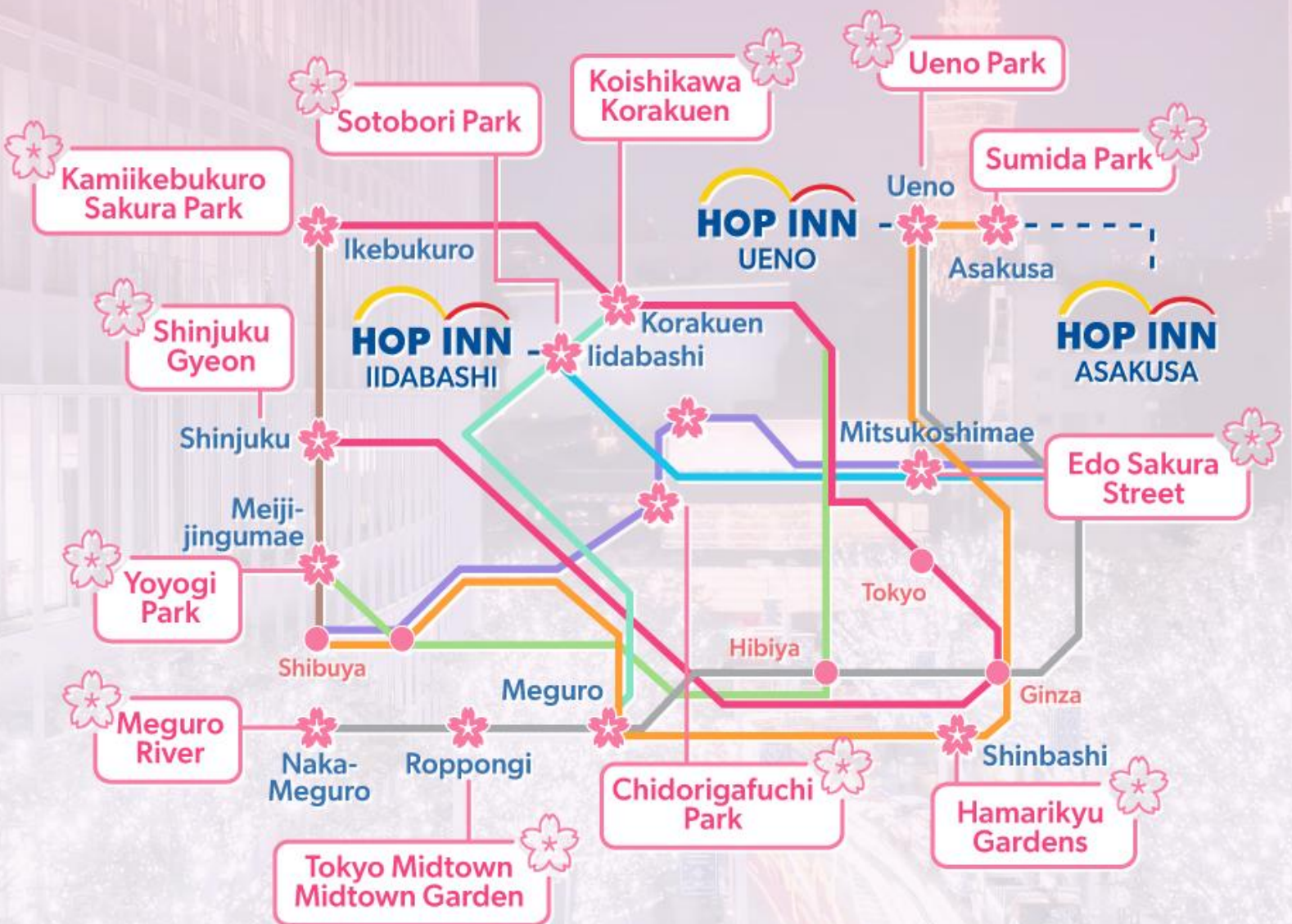
A cherished tradition at Marriott, this celebration is dedicated to our associates in recognition of their continued hard work and commitment throughout the past year. We are proud to celebrate this milestone together, especially our achievement of a 100% participation in the AES Pulse Survey, a true reflection of the strong engagement, trust, and collaboration of our associates who play a vital role in our shared success every day.

November 21, 2025 | Courtyard by Marriott Bangkok



Cherry Blossom Spots in Tokyo

Stay at HOP INN easy to access



CONSISTENCY IS YOURS

HOP INN

Community Economy and Sustainable Tourism

Supporting the Local Economy:

- Grand Hyatt Erawan Bangkok supports products from the Fatima Self-Reliance Center, a women's group producing various handcrafted goods such as children's toys, dolls, clothing, and quilts. Additionally, the hotel provides consulting on handicrafts to promote work and educational opportunities. These products can be purchased at i.sawan Residential Spa and Club.
- "Hop Local Product" by the Hop Inn Hotels in Thailand aims to support local products from communities across the country, promoting income distribution back to local areas, creating jobs, and preserving local craftsmanship. The initiative showcases "Indigo-Dyed Handwoven Fabrics," handmade by elderly homemakers from Sakon Nakhon Province. Customers can easily exchange their Hop Rewards points for these indigo-dyed handwoven fabrics.
- Hop Around Town by Hop Inn Hotels in Thailand introduces recommended local restaurants near each hotel across the country. Guests can scan a QR code to explore dining and shopping options in the area, helping to meet customer needs while distributing income to local communities. This project, launched in July 2023, has recommended 203 businesses through Hop Inn Hotels and continues to operate to this day.



Social Activities Promoted and Supported by The Erawan Group, align with ESG

Sustainability Efforts of the ACCOR Hotels

The Accor Hotels have adopted a “5G” sustainability strategy to drive and support ESG initiatives across their operations. This strategy focuses on the following key pillars: have adopted a “5G” sustainability strategy to drive and support ESG initiatives across their operations. This strategy focuses on the following key pillars:



E = Environment: A sustainable business must not harm the planet.

- **Go Green:** The Company actively reduces its environmental footprint through initiatives focused on energy efficiency, renewable energy adoption, water conservation, and biodiversity protection. Key actions include rooftop solar expansion, efficient resource management, mangrove restoration, and the promotion of sustainable consumption practices. The transition to eco-friendly materials such as biodegradable amenities and glass water bottles, along with the installation of electric vehicle (EV) charging stations, further supports the Company’s low-carbon strategy.
- **Go Clean:** The Company strengthens its waste management practices by minimizing waste generation and promoting recycling across all properties. This includes improved waste segregation systems, increased recycling rates, and initiatives to encourage responsible consumption among employees and guests, contributing to a cleaner and more sustainable environment.

S = Social: A sustainable business must advance inclusive social development for long-term resilience.

- **Go Help:** The Company advances social responsibility through community support and inclusive initiatives. Activities include donations to vulnerable groups, blood donation campaigns, and the creation of income-generating opportunities for visually impaired individuals through massage services provided to employees. These initiatives contribute to social inclusion and community well-being.

• **Go Learn:** The Company is committed to developing human capital and supporting the future workforce in the hospitality industry. Through internship programs and collaborative initiatives with educational institutions, students are provided with practical experience and skill development opportunities, enhancing their employability and supporting sustainable industry growth.

• **Go Community:** The Company promotes strong community engagement through initiatives that enhance quality of life and foster local development. These include organizing activities for the elderly, supporting local schools and municipalities, and encouraging employee participation in community service. Internal engagement programs also strengthen organizational culture and employee well-being.

Through the implementation of the **5G Strategy**, the Company continues to integrate sustainability into its core operations, reinforcing its commitment to environmental stewardship, social responsibility, and good governance, while creating long-term shared value for all stakeholders.

G = Governance: A sustainable business must be transparent.

The Company promotes a strong culture of ethics and integrity through regular ethics training for employees, supported by robust internal and external audit mechanisms, as well as the implementation of a Watch Program to enhance transparency and accountability. In 2025, the Company continues to strictly adhere to its commitment to responsible business practices, including a policy prohibiting the employment of individuals under the age of 18 and the enforcement of a strict No Gift Policy under which employees are not permitted to give or receive gifts under any circumstances.

Canteen Improvement – Semester 1-2025 Survey



Objective: For well – being to all heartist
 Venue: Staff Canteen
 Date: 1 August 2025 onwards
 Hotel: ibis Phuket Patong



ทีม 1 สิงหาคม 2568

<p>เปลี่ยนแปลงเวลาเปิดปิด 1 รอบในรอบเช้า จากเดิม 0600-0800 น. เป็น 0630-0800 น.</p>	<p>ติดป้ายแบ่งแยก แก้วน้ำดื่มกับ แก้วกาแฟ</p>
<p>เมนูพิเศษ บริการเดือนละ 1 ครั้ง</p>	<p>เซฟ โด, เซฟ อีวัน, เซฟ อีซาว, เซฟ อีคาร์บอน, เซฟ อีอีโกลด์, เซฟ อีอีแพลทินัม</p>
<p>ติดป้ายแบ่งแยก ชนิดของเนื้อสัตว์ หมู, ไก่, ซีฟู้ด, วัว</p>	<p>ผลไม้, ขนมหวาน, ของหวาน บริการทุกวันจันทร์, พ.ศ. ๒๕๖๘ ลากัดยี่</p>
<p>ส่งเสริมบริการอาหารทุกวันอังคาร, พฤหัสบดี, เสาร์</p>	<p>น้ำหวาน/น้ำผลไม้/น้ำนมแม่ บริการทุกวัน</p>

Overview of Projects and Activities Encouraging Employee Participation in Environmental and Social Management of the Accor Hotels



Children's Day 2025



Objective: To give our Foods & Drink to children in Patong Area
 Venue: Lan Pla Loma, Patong Beach
 Date: 11 January 2025
 Hotel: ibis Phuket Patong



Blood Donation Program



Objective: Save Life
 Venue: Phuket Red Cross Society Phuket
 Date: 30 January 2025
 Hotel: ibis Phuket Patong



Hotel Cleaning



Objective: Keep Cleaned in Hotel Area
Venue: Around Hotel
Date: 7 February 2025
Hotel: ibis Phuket Patong



Deep Clean Heartist Canteen & Locker



Objective: Keep Cleaned in Heartist Area
Venue: Heartist Canteen & Heartist Locker
Date: 19 February 2025
Hotel: ibis Phuket Patong



Green Vegetable



Objective: Save World, Save Life, Green Key Project
 Venue: Vegetable Garden
 Date: 7 February 2025
 Hotel: ibis Phuket Patong



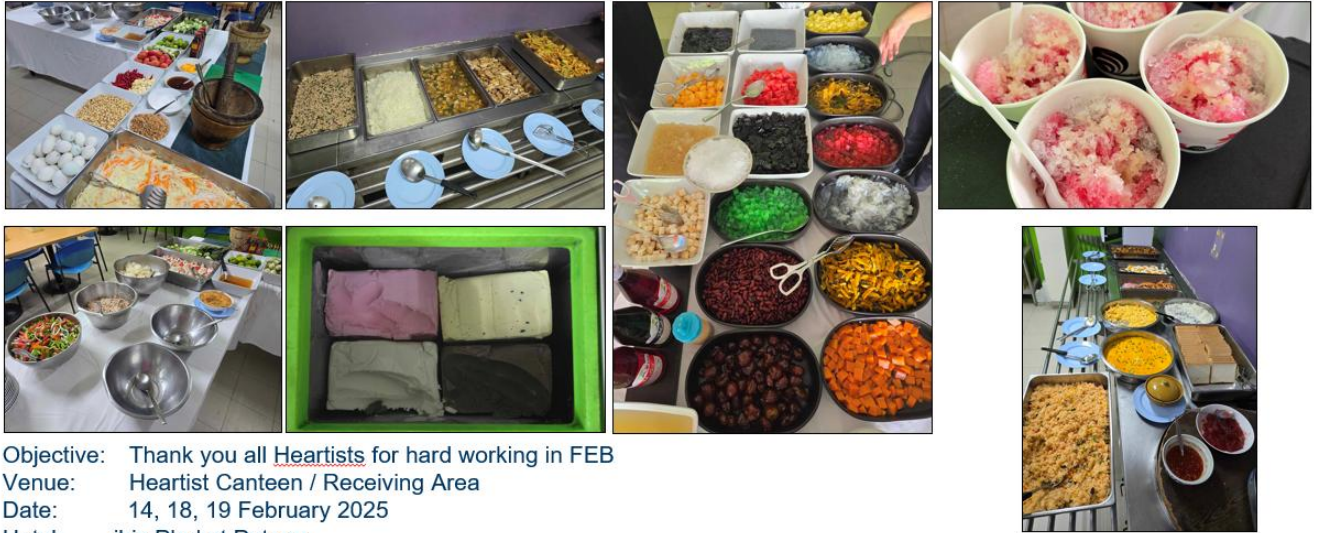
Donation for Cancer Center at Vachira Phuket Hospital



Objective: To build Cancer Center / IPP = 16,379 THB
 Venue: Vachira Phuket Hospital
 Date: 28 February 2025
 Hotel: ibis Phuket Patong



Special Breakfast / Lunch / Afternoon of the Month



Objective: Thank you all Heartists for hard working in FEB
 Venue: Heartist Canteen / Receiving Area
 Date: 14, 18, 19 February 2025
 Hotel: ibis Phuket Patong



Deep Clean Heartist Canteen & Locker



Objective: Keep Cleaned in Heartist Area
 Venue: Heartist Canteen & Heartist Locker
 Date: 20 March 2025
 Hotel: ibis Phuket Patong



5 SOR Cleaning



Objective: Keep Cleaned in your own area
 Venue: All Department area
 Date: 20 March 2025
 Hotel: ibis Phuket Patong



EARTH HOUR 60+



Objective: Save World 1 Hour
 Venue: Hotel Lobby
 Date: 22 March 2025
 Hotel: ibis Phuket Patong



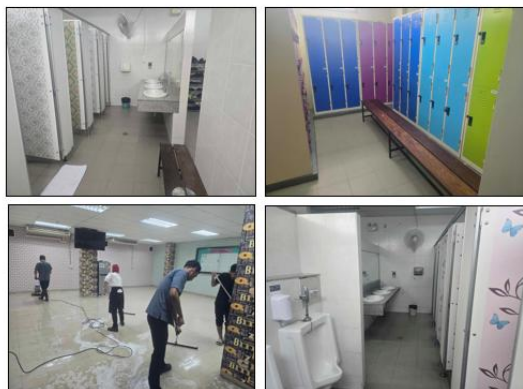
Internship Student – F&B Department



Objective: To give opportunity to learn for students Internship (K.Manassanan Thumwong)
Venue: Food & Beverage Department
Date: 17 March 2025 – 13 June 2025
Hotel: ibis Phuket Patong



Monthly Deep Clean Heartist Area (Canteen & Locker Room)



Objective: Keep Cleaned in Heartist Area
Venue: Heartist Canteen & Heartist Locker
Date: 16 April 2025
Hotel: ibis Phuket Patong



Big Cleaning Day – Earth Day 2025



Objective: Keep Cleaned in Hotel Area – Earth Day 2025
Venue: Around Hotel
Date: 22 April 2025
Hotel: ibis Phuket Patong



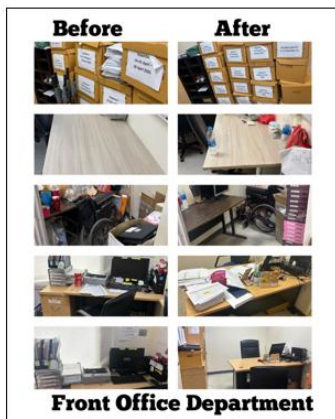
5 SOR Cleaning



Objective: Keep Cleaned in your own area
 Venue: All Department area
 Date: 16 April 2025
 Hotel: ibis Phuket Patong



5 SOR Cleaning



Objective: Keep Cleaned in your own area
 Venue: All Department area
 Date: 16 April 2025
 Hotel: ibis Phuket Patong



Foods Offering to Monks – Songkran's Festival



Objective: Participation with Patong Municipality for Foods Offering to Monks – Songkran's Festival
 Venue: Patong Beach
 Date: 13 April 2025
 Hotel: ibis Phuket Patong



Refreshing Vegetable Garden – Earth Day 2025



Objective: Sustainable & Nature – Earth Day 2025
 Venue: Ton Sai Area
 Date: 22 April 2025
 Hotel: ibis Phuket Patong



Trees Planting – Earth Day 2025



Objective: Save World – Earth Day 2025
 Venue: Ton Sai Area
 Date: 22 April 2025
 Hotel: ibis Phuket Patong



Blood Donation Program



Objective: Save Life
 Venue: Phuket Regional Blood Center
 Date: 29 April 2025
 Hotel: ibis Phuket Patong



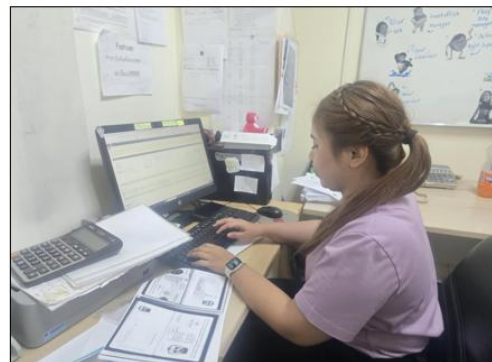
Internship Student – F&B Department



Objective: To give opportunity to learn for students Internship (K.Manassanan Thumwong)
 Venue: Food & Beverage Department
 Date: 17 March 2025 – 13 June 2025
 Hotel: ibis Phuket Patong



Internship Student – Front Office Department



Objective: Give opportunity to Students for Internship Ms. Nisalak Kaewsuan
 Venue: Front Office Department
 Date: 21 April 2025 – 17 June 2025
 Hotel: ibis Phuket Patong



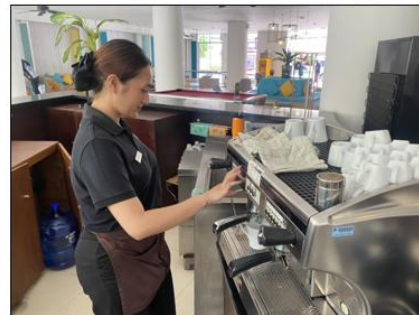
Internship (Period 21 Apr 2025 – 17 Jun 2025)



Objective: Give opportunity to Students for Internship
 Mr. [Phukit Pridithanadecha](#)
 Venue: Food & Beverage Department
 Date: 21 April 2025 – 17 June 2025
 Hotel: ibis Phuket Patong



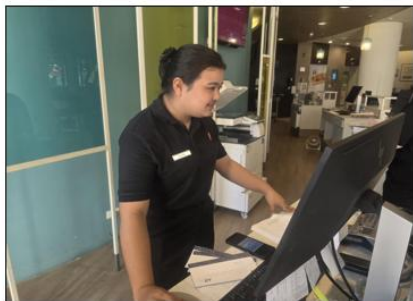
Internship (Period 21 Apr 2025 – 17 Jun 2025)



Objective: Give opportunity to Students for Internship
 Ms. [Rawissara Promchan](#)
 Venue: Food & Beverage Department
 Date: 21 April 2025 – 17 June 2025
 Hotel: ibis Phuket Patong



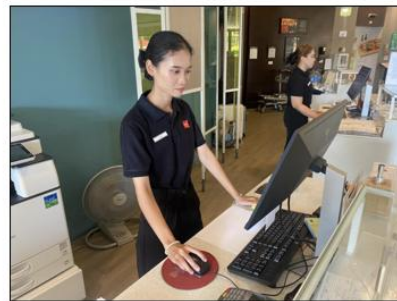
Internship (Period 21 Apr 2025 – 17 Jun 2025)



Objective: Give opportunity to Students for Internship
 Ms. [Sasimaporn Mueangkaew](#)
 Venue: Front Office Department
 Date: 21 April 2025 – 17 June 2025
 Hotel: ibis Phuket Patong



Internship (Period 21 Apr 2025 – 17 Jun 2025)



Objective: Give opportunity to Students for Internship
 Ms. [Surangkha Jindawong](#)
 Venue: Front Office Department
 Date: 21 April 2025 – 17 June 2025
 Hotel: ibis Phuket Patong



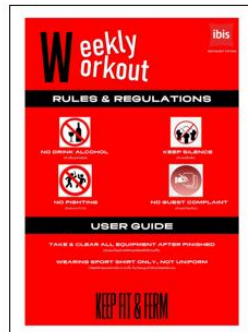
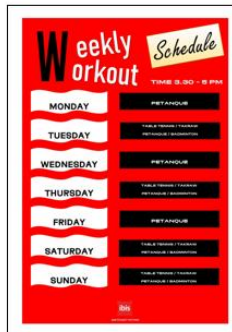
Heartist Canteen Improvement



Objective: To improve environmental in Heartist Canteen
 Venue: Heartist Canteen
 Date: Year 2025
 Hotel: ibis Phuket Patong



IPP Weekly Workout

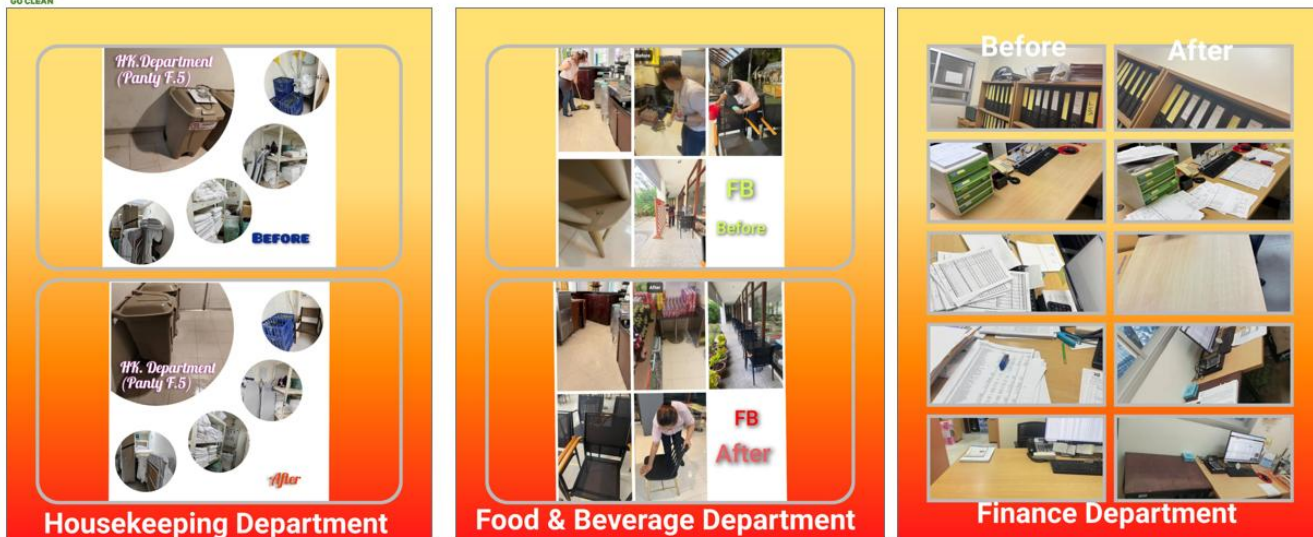


Objective: To take care themselves, reduce their stress as ERW Mental Care Project 2024

Venue: Heartist Area
 Date: Year 2025
 Hotel: ibis Phuket Patong



5 SOR Cleaning



Objective: Keep Cleaned in your own area
 Venue: All Department area

Date: 8 May 2025
 Hotel: ibis Phuket Patong



5 SOR Cleaning



Objective: Keep Cleaned in your own area
 Venue: All Department area
 Date: 8 May 2025
 Hotel: ibis Phuket Patong





Influenza Vaccine Supporting by Patong Hospital



Objective: Good Health, Influenza Prevention
Venue: Ibis Phuket Patong
Date: 2 May 2025
Hotel: ibis Phuket Patong



Shoes Donation @SuperSportsThailand (MAY MOVE UP)



Objective: Send The 2nd Hand Shoes to help poor children at Southern in Thailand and others
Venue: SuperSports Shop at Central Festival Phuket
Date: 30 May 2025
Hotel: ibis Phuket Patong



Hotel Standard & Sustainability Project – GREEN KEY

NOVOTEL

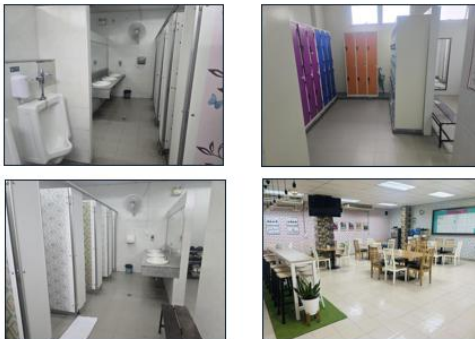
MERCURE
HOTELS



Objective: To maintain Hotel Standard & Sustainability
 Issued Date: 12 May 2025
 Validate till 30 June 2026
 Hotel: ibis Phuket Patong



Monthly Deep Clean Heartist Area (Canteen & Locker Room)



Objective: Keep Cleaned in Heartist Area
 Venue: Heartist Canteen & Heartist Locker
 Date: 4 June 2025
 Hotel: ibis Phuket Patong



Monthly Deep Clean Heartist Area (Garbage Room)



Objective: Keep Cleaned in Garbage Rooms
 Venue: Garbage Rooms
 Date: 11 June 2025
 Hotel: ibis Phuket Patong



5 SOR Cleaning



Objective: Keep Cleaned in your own area
Venue: All Department area
Date: 4 June 2025
Hotel: ibis Phuket Patong



Kalim Beach Cleaning



Objective: Keep Cleaned in Patong / Kalim Beach
Venue: Kalim Beach
Date: 6 June 2025
Hotel: ibis Phuket Patong



Blood Donor Supporter by Phuket Region Red Cross Society



Objective: Valuable to hotel supporter for Blood Donation every quarter
 Venue: Royal Phuket City Hotel
 Date: 14 June 2025
 Hotel: ibis Phuket Patong



Beach Trees Planting



Objective: Save the World & Save environmental
 Venue: Bangsak Beach, Khao Lak
 Date: 28 June 2025
 Hotel: ibis Phuket Patong



GO HELP Donation & Luncheon for Children



Objective: Children will be good well-being better
Venue: Tan Nam Jai Foundation, Khao Lak, Phang-nga
Date: 28 June 2025
Hotel: ibis Phuket Patong



ERW Mental Health - Relaxing Massage

Objective: To all heartist relax during working hours and reduce their stress/hard work
Venue: Koh Phi Phi Meeting room
Date: 11 June 2025
Hotel: ibis Phuket Patong







Hotel Area Cleaning



Objective: Keep Cleaned in Hotel Area
Venue: Hotel Area
Date: 24 July 2025
Hotel: ibis Phuket Patong



2025 Valuable Contribution - Payment Support the Development of Phuket Province



Objective: 2025 Valuable Contribution - Payment Support the Development of Phuket Province
Venue: PPAO
Date: By post
Hotel: ibis Phuket Patong



Heartbreak Hill Mini-Marathon 2025



Objective: Raise money to help Children in Southern Area
 Venue: Promthep Cape
 Date: 27 July 2025
 Hotel: ibis Phuket Patong



Blood Donation Program



Objective: Give 1 and 3 receivers
 Venue: Phuket Provincial Red Cross Society
 Date: 30 July 2025
 Hotel: ibis Phuket Patong



**Monthly Deep Clean Heartist Area
(Canteen & Locker Room)**



Objective: Keep Cleaned in Heartist Area
Venue: Heartist Canteen & Heartist Locker
Date: 14 August 2025
Hotel: ibis Phuket Patong



5 SOR Cleaning



Objective: Keep Cleaned in your own area
Venue: All Department area
Date: 14 August 2025
Hotel: ibis Phuket Patong



Garbage Room Cleaning



Objective: Keep Cleaned in Garbage Rooms
Venue: Garbage Rooms
Date: 14 August 2025
Hotel: ibis Phuket Patong



Mangrove Trees Planting



Objective: Save Environment, Save World
Venue: Ta Sa La Beach, Pa Klok Area
Date: 13 August 2025
Hotel: ibis Phuket Patong



Restroom Improvement & Luncheon for students at Koh Mapraw School



Objective: Raise money to help Children in Southern Area
 Venue: Koh Mapraw School
 Date: 15 August 2025
 Hotel: ibis Phuket Patong



Representing The Erawan Group at Hotel Innovation Summit 2025, the SVP of Sustainability Development, Corporate Communication, and Risk Management joined the discussion on “Green Horizon: Investing in Sustainable Hotel Development for a Resilient Future.”



THAILAND



JAPAN



KOREA



PHILIPPINES



Stay **Easy**, Wherever you go

For every journey, trust comes easy at HOP INN



Creating Long-Term Value Through Sustainability at HOP INN Hotel Group

The HOP INN Hotel Group, under The Erawan Group Public Company Limited, operates in alignment with Environmental, Social, and Governance (ESG) principles, with a strong focus on transparent governance, operational efficiency, and responsible business practices. The Group remains committed to integrating sustainability considerations across its operations while creating long-term value for stakeholders, communities, and the environment.

The Group continuously enhances operational standards across all properties through the implementation of environmental policies and sustainable tourism practices. As part of this commitment, HOP INN hotels participate in the STAR (Sustainable Tourism Acceleration Rating) program led by the Tourism Authority of Thailand, which supports the assessment and certification of hotels against nationally recognized sustainability and service standards. To strengthen environmental stewardship and support long-term strategic objectives, the Group has established a systematic environmental data collection and management process. This initiative enhances transparency, accountability, and readiness for evolving sustainability disclosure requirements and capital market expectations. In addition, all HOP INN properties implement waste segregation and waste management practices to reduce environmental impacts and promote responsible resource management within local communities. On the social dimension, the Group places significant emphasis on youth

development, education, and workforce capability building. HOP INN collaborates with educational institutions nationwide, both in locations where the Group operates and in surrounding communities, to provide internship opportunities, educational guidance, and career development activities for students and recent graduates.

The “HOP NextGen” initiative further reinforces the Group’s commitment to developing future hospitality talent. Through collaboration with local tourism agencies and educational institutions across various provinces, the program delivers knowledge-sharing sessions and skills development activities related to tourism and hospitality management. Students are also provided with internship opportunities at the Company’s headquarters across key business functions, including Human Resources, Marketing, Finance, and Information Technology, enabling them to gain practical experience and professional exposure.

In addition, the Group supports pathways for high-potential interns to transition into full-time employment upon graduation, contributing to local employment opportunities and regional economic development. Through these initiatives, HOP INN Hotel Group continues to create long-term shared value for society by supporting education, youth empowerment, and improved quality of life in alignment with the Group’s sustainable development strategy.

WAKE UP TO STUNNING PATTAYA BAY VIEWS



Occupational Health and Safety of Business Partners

The Erawan Group Public Company Limited ensures strict compliance with all applicable laws, regulations, and standards across its operations. In 2025, the Company continues to pursue its Zero Accident target by embedding occupational health and safety considerations throughout its value chain, starting from the selection of business partners who comply with legal requirements and adhere to the Company's Business Partner Code of Conduct. The Company conducts regular monitoring and performance evaluations of business partners to ensure ongoing compliance and continuous improvement.

Occupational Health and Safety of Customers

The Company places the highest priority on customer safety, security, and well-being. In 2025, all properties continue to implement robust safety protocols and collaborate with relevant authorities to ensure effective incident response and management. Customer care standards are consistently maintained to deliver safe, reliable, and high-quality service experiences. Stringent quality assurance processes are applied to all products and services to ensure safety and hygiene. This includes the provision of nutritious menu options using locally sourced ingredients and regular inspections of food safety and hygiene throughout the supply chain.

Customer Satisfaction Enhancement

The Company recognizes customers as key stakeholders and remains committed to delivering excellence across every stage of the customer journey from pre-arrival to post-stay experiences. In 2025, this commitment extends across accommodations, restaurants, and all Company-operated outlets.

Customer satisfaction is regularly assessed through structured surveys and digital feedback channels, with insights systematically analyzed to drive continuous service improvement and innovation.

To address evolving customer expectations and behaviors, the Company continues to enhance its service offerings, including strengthening cleanliness standards across all properties and improving digital platforms such as its online booking system to deliver a more seamless and efficient user experience.

To remain responsive to evolving consumer behaviors and emerging trends, The Erawan Group Public Company Limited continues to enhance its service offerings in 2025. Key initiatives include the reinforcement of cleanliness and hygiene standards across all hotel properties, as well as the enhancement of its online booking platform to deliver a more seamless, efficient, and user-friendly experience.

Customer Satisfaction Development Plan

Customer Segmentation

The Erawan Group Public Company Limited continues to serve a diverse customer base in 2025, reflecting its broad hotel portfolio across multiple market segments. The Company caters to a wide range of guests, including leisure travelers, corporate clients, solo travelers, couples, families, and international visitors from various regions.

The Company placed strong emphasis on data-driven customer segmentation to better understand the distinct needs, preferences, and behaviors of each target group. Insights derived from this analysis are leveraged to design and tailor products, services, and experiences that align with evolving customer expectations. This approach supports the delivery of personalized guest experience and enhances overall customer satisfaction across all segments.

Customer Complaint Management

The Company has established multiple accessible and inclusive channels, both online and offline, to receive customer complaints and feedback in a timely and efficient manner. These channels include social media platforms such as Facebook, LINE Official, YouTube, and X (formerly Twitter), as well as email and the Customer Service Center (Call Center).

Each complaint is carefully assessed based on its context and potential impact. The Company addresses issues in accordance with its service standards while considering the

interests of all stakeholders. This structured approach enables the implementation of appropriate corrective actions, long-term solutions, and preventive measures to enhance service quality and customer trust.

Customer Engagement

In 2025, the Company continues to promote meaningful customer engagement and create memorable guest experiences across all properties. Engagement strategies are designed to strengthen emotional connections between customers and the brand through both physical and digital touchpoints. Key initiatives include:

- Interactive engagement activities: Campaigns such as games, promotional events, and opportunities for guests to share memorable experiences, including designated spaces for photo sharing and storytelling within hotel premises.
- Seamless digital engagement: Leveraging platforms such as Facebook, LINE Official, and Instagram to enable real-time, two-way communication with customers on a 24/7 basis.
- Performance monitoring and analytics: Monthly tracking and evaluation of customer engagement and satisfaction through key indicators, including number of followers, subscription rates, online reputation scores, and growth in loyalty program membership.

The Company remains committed to continuously enhancing its communication and engagement strategies to deliver superior guest experience and foster long-term customer loyalty across all segments.

Customer Satisfaction Evaluation

The Erawan Group Public Company Limited continues to prioritize customer satisfaction as a key driver of service excellence in 2025. All hotels under the Company’s management conduct regular customer satisfaction evaluations to gather insights, feedback, and recommendations for continuous service improvement. Evaluation results are compiled into monthly summary reports and presented to senior management to support data-driven decision-making, issue resolution, and the identification of opportunities to further enhance the guest experience. Each hotel establishes annual customer satisfaction targets based on prior-year performance, using these benchmarks to guide operational improvements and measure service quality outcomes.

The Company assesses customer satisfaction through two primary channels:

1. Customer Satisfaction Survey

Post-stay surveys are distributed to guests via email to evaluate key aspects of their experience, including service quality, cleanliness, facilities, and overall satisfaction.

2. Social Review Index

Customer satisfaction is also measured through an aggregated index based on reviews and feedback from social media and leading review platforms, including Google Reviews, Tripadvisor, and various Online Travel Agencies (OTAs). Performance is benchmarked against competitors within the same market segment to assess the Company’s relative positioning in service quality.

Customer satisfaction results for 2025 and previous years are summarized in the following table:



Safety, Occupational Health, and Quality of Life at Work

The Erawan Group Public Company Limited remains committed in 2025 to promoting a strong culture of safety, occupational health, and employee well-being across all levels of the organization. The Company continues to raise awareness, provide appropriate care, and deliver targeted training to mitigate risks that may lead to fatalities, injuries, or work-related illnesses.

Building on ongoing initiatives, the Company continues to implement training programs designed to enhance employee awareness, preparedness, and positive safety behaviors. These include First Aid and CPR training, self-defense and emergency response preparedness (including terrorism-related scenarios), basic firefighting training and

fire evacuation drills, as well as programs supporting work-life harmony and employee well-being.

In parallel, the Company continues to enhance workplace policies and environments to support health, safety, and quality of life. Key initiatives include the installation and maintenance of safety equipment, facility improvements, regular workplace cleanliness campaigns such as “Big Cleaning Day,” and the promotion of flexible working arrangements. Employees are supported through flexible working hours and the Work from Anywhere (WFA) policy, allowing remote work one day per week in accordance with Company guidelines.





The Naka Island, a Luxury Collection Resort & Spa, Phuket

Human Rights Management

The Erawan Group Public Company Limited continues to conduct its business responsibly in 2025, with due consideration of actual and potential impacts on communities, society, employees, and stakeholders throughout its value chain. The Company contributes to economic and social development by creating local and regional employment opportunities, promoting decent work practices, supporting community-based products and services, and expanding operations in a manner that supports sustainable tourism development across diverse locations.

In 2025, the Company continued to strengthen the capabilities of employees and local communities through training and development programs focused on hospitality skills, service excellence, and sustainable livelihood opportunities. The Company also fostered collaboration with local stakeholders to support resilient tourism ecosystems and the development of sustainable destinations. These initiatives reflect the Company's commitment to inclusive growth, stakeholder engagement, and long-term shared value creation.

The Company actively promotes community participation and engagement, respects local cultural heritage and traditions, and prioritizes the health, safety, well-being, and quality of life of its employees. Through these efforts, the company aims to strengthen sustainable human capital development while aligning its operations with its corporate values and long-term sustainability strategy.

The Company remains committed to respecting internationally recognized human rights standards through the implementation of its Human Rights Policy, which is aligned with the Universal Declaration of Human Rights

(UDHR), the United Nations Global Compact (UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work. The policy, revised in 2024 and publicly disclosed on the Company's website, continues to guide the Company's human rights governance and operational practices in 2025. To strengthen its human rights management approach, the Company continues to implement Human Rights Due Diligence (HRDD) processes across its operations and value chain. The HRDD process includes the identification and assessment of actual and potential human rights risks and impacts, the integration of findings into operational processes, the implementation of mitigation and preventive measures, and the provision of remediation mechanisms where adverse impacts are identified. Accessible grievance channels are maintained to enable employees, communities, suppliers, and other stakeholders to raise concerns or complaints confidentially and without retaliation.

Oversight of human rights matters is provided by the Risk Management and Sustainable Development Committee, which is responsible for monitoring the effectiveness of human rights management processes, reviewing performance, and supporting continuous improvement against established sustainability objectives. This governance structure supports the Company's commitment to preventing, mitigating, and addressing human rights risks and ensuring that its business activities do not cause, contribute to, or are directly linked to adverse human rights impacts throughout the value chain.

Human Rights Due Diligence (HRDD)

The Company has implemented a Human Rights Due Diligence (HRDD) process in line with the United Nations Guiding Principles on Business and Human Rights (UNGPs). This framework enables systematic identification, prevention, mitigation, and management of human rights risks and impacts across our operations and value chain.

The HRDD process consists of five key steps:



Human Rights Risk and Impact Assessment

The Erawan Group Public Company Limited has established a robust framework of key indicators to proactively identify, assess, and manage human rights risks across its operations and value chain. These indicators are informed by internationally recognized standards, including the United Nations Guiding Principles on Business and Human Rights (UNGPs), Global Reporting Initiative Standards (GRI 412: Human Rights Assessment), and Organization for Economic Co-operation and Development Due Diligence Guidance for Responsible Business Conduct.

The Company has defined Key Performance Indicators (KPIs) to systematically monitor, evaluate, and strengthen its human rights due diligence processes, ensuring continuous improvement and effective risk management, as outlined below:

The company has identified key human rights risks across its operations and value chain through its Human Rights Due Diligence (HRDD) process. The Company continuously assesses, monitors, and manages salient human rights issues to prevent adverse impacts on employees, contractors, suppliers, communities, and other stakeholders. Key human rights risk indicators include the following:

1. Child Labor and Forced Labor

The Company maintains strict measures to prevent child labor, forced labor, and all forms of modern slavery within its operations and supply chain. Employment practices are aligned with applicable labor laws and internationally recognized human rights standards, while supplier screening and monitoring processes are implemented to support responsible labor practices throughout the value chain.

2. Working Conditions and Occupational Safety

The Company regularly assesses workplace conditions to ensure a safe, healthy, and appropriate working environment for employees and contractors. Occupational health and safety measures, risk prevention programs, and workplace improvement initiatives are implemented to minimize work-related injuries, illnesses, and operational risks.

3. Fair Wages and Labor Practices

The Company is committed to fair remuneration practices that comply with applicable labor laws and industry standards. Compensation and benefits are regularly reviewed to support equitable treatment, decent living standards, and employee well-being.

4. Diversity, Equity, and Non-Discrimination

The Company promotes equal opportunity and prohibits discrimination in all forms, including discrimination based on gender, age, nationality, religion, disability, or other protected characteristics. Employment-related decisions are based on merit, capability, and performance, while inclusive workplace practices are actively encouraged.

5. Freedom of Association and Collective Bargaining

The Company respects employees' rights to freedom of association and collective bargaining in accordance with applicable laws and international labor standards. Employees are encouraged to engage in open communication and constructive dialogue without fear of retaliation.

6. Harassment and Workplace Conduct

The Company maintains zero tolerance for all forms of harassment, intimidation, abuse, and inappropriate conduct in the workplace. Preventive measures, reporting channels, and investigation procedures are established to support a respectful, safe, and inclusive working environment.

To support effective human rights governance, the Company has established a Human Rights Policy that outlines its commitment to respecting human rights and managing associated risks across its operations and business relationships. The policy provides guidance on identifying salient human rights risks, implementing preventive and mitigation measures, and integrating human rights considerations into operational decision-making processes.

Monitoring and Reporting



Grand Hyatt Erawan Bangkok Wins Double Honours at Thailand Tourism Awards 2025

The Company has established a dedicated human rights working group responsible for overseeing the implementation of human rights policies, procedures, and mitigation measures across the organization. The working group conducts periodic reviews and monitoring activities to evaluate the effectiveness of human rights risk management processes and controls. Where gaps or areas for improvement are identified, corrective actions and continuous improvement measures are implemented accordingly.

Human rights performance, emerging risks, and key findings are regularly reported to management and relevant governance bodies to support oversight, accountability, and informed decision-making. This process strengthens the Company's ability to identify, prevent, mitigate, and address potential human rights impacts throughout its value chain.

Grievance Mechanism and Remediation

The Company is committed to maintaining effective grievance and remediation mechanisms aligned with the effectiveness criteria of the United Nations Guiding Principles on Business and Human Rights (UNGPs). The grievance process is designed to be legitimate, accessible, predictable, equitable, transparent, rights-compatible, and a source of continuous learning.

Employees, suppliers, contractors, communities, and other stakeholders may raise concerns or complaints through designated reporting channels without fear of retaliation. Reported cases are handled confidentially and assessed through established procedures to ensure timely investigation, appropriate remediation, and corrective action where necessary. The Company also uses lessons learned from grievance cases to strengthen preventive measures and continuously improve its human rights management system.

The Company places strong emphasis on protecting the rights of individuals who may be adversely impacted by its operations and ensuring timely and appropriate remediation. In cases where the Company is found to have caused or contributed to human rights impacts, a structured process is undertaken to investigate the facts, identify root causes, and implement corrective and preventive actions. Remediation measures, including disciplinary actions and appropriate remedies for affected parties, are applied in proportion to the nature and severity of each case.

The Company provides accessible and confidential channels for employees, contractors, communities, and other stakeholders to raise concerns or file complaints related to human rights through its "Complaint Handling" mechanism, as detailed below. All complaints are handled in a timely, fair, and transparent manner, with safeguards in place to protect complainants from retaliation. <https://www.theerawan.com/th/corporate-governance/whistleblowing-form>



Human Rights Operations

Overview

The Erawan Group Public Company Limited is committed to respecting and promoting human rights across all aspects of its business operations. The Company integrates internationally recognized human rights principles, including the United Nations Guiding Principles on Business and Human Rights (UNGPs), into its policies, procedures, and day-to-day practices.

This commitment is reflected in the Company's efforts to ensure fair and equitable treatment of all employees, prevent discrimination in all forms, and foster a safe, inclusive, and enabling work environment that supports employee well-being and development. It also extends to the Company's value chain, where business partners and suppliers are expected to adhere to applicable human rights standards and are subject to ongoing monitoring and engagement.

The Company is dedicated to cultivating a corporate culture grounded in respect for human dignity and to advancing sustainable and inclusive growth across its operations and value chain.

Human Rights Risk Assessment Results	
Community Rights and Environmental Rights	
Key Risk Issues	Preventive and Mitigating Measures
Environmental and safety concerns arising from company operations	<ul style="list-style-type: none"> ● Establish criteria for partner selection and procurement processes with internal audits to ensure adherence ● Develop and disseminate a Business Partner Code of Conduct covering human rights, fair labor, non-discrimination, and opposition to forced labor ● Require business partners to comply with the Business Partner Code of Conduct ● Require partners to sign confidentiality agreements

Human Rights Risk Assessment Results

Rights of Contractors and Business Partners

Key Risk Issues	Preventive and Mitigating Measures
<ul style="list-style-type: none"> ● Discrimination against business partners Code of Conduct for Business Partners ● Confidentiality breaches 	<ul style="list-style-type: none"> ● Establish criteria for partner selection and procurement processes with internal audits to ensure adherence ● Develop and disseminate a Business Partner Code of Conduct covering human rights, fair labor, non-discrimination, and opposition to forced labor ● Require business partners to comply with the Business Partner Code of Conduct ● Require partners to sign confidentiality agreements

Employee Rights

<ul style="list-style-type: none"> ● Discrimination ● Wages and benefits ● Labor law compliance 	<ul style="list-style-type: none"> ● Establish a Human Rights and Ethics Policy ● Promote a non-gender-specific recruitment process and an inclusive culture ● Provide secure and anonymous whistleblowing channels ● Conduct wage benchmarking at least once annually against industry standards ● Develop a transparent salary and compensation structure with fair and competitive ranges ● Regularly review employment contracts to ensure compliance with Thai labor laws ● Require written employment contracts signed by all employees
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Customer Right	
Key Risk Issues	Preventive and Mitigating Measures
<ul style="list-style-type: none"> • Discrimination in service delivery • Accessibility of facilities and services • Violation of personal data privacy • Customer safety 	<ul style="list-style-type: none"> • Foster a corporate culture that respects customer diversity • Improve accessibility features such as ramps and elevators for wheelchair users • Design multilingual and user-friendly online forms • Develop a Data Protection Policy aligned with the Personal Data Protection Act (PDPA) and relevant regulations • Provide employee training on data security and personal data protection • Comply with safety regulations, including the provision of emergency exit plans and adequate fire extinguishers in line with safety protocols • Conduct annual emergency evacuation drills



Human Rights Due Diligence (HRDD) Disclosure 2025

In 2025, The Erawan Group Public Company Limited Conducted Human Rights Due Diligence (HRDD) across its operations and business relationships in accordance with the Company's Human Rights Policy, applicable Thai laws and regulations, including guidance issued by the Securities and Exchange Commission of Thailand (SEC), and internationally recognized human rights principles and standards. The assessment process aligns with the Company's commitment to responsible business conduct and supports disclosures under the Global Reporting Initiative (GRI) Standards, particularly GRI 2: General Disclosures and GRI 412: Human Rights Assessment.

The HRDD process was designed to identify, assess, prevent, and mitigate potential human rights impacts associated with the Company's activities, employees, suppliers, contractors, and business partners throughout the value chain. The assessment also supports the Company's approach to strengthening human rights governance, risk management, and stakeholder engagement.

Scope of Assessment

The 2025 HRDD assessment covered both internal and external stakeholder groups through the use of tailored assessment questionnaires designed to reflect the operational context and potential human rights risks relevant to each stakeholder category.

The assessment scope included:

- **Internal Stakeholders:** Employees
- **External Stakeholders:** Business partners, suppliers, and service providers

The assessment methodology was developed in alignment with the Human Rights Due Diligence Guidelines of the Securities and Exchange Commission of Thailand and relevant international human rights frameworks.

Key Human Rights Topics Assessed

The HRDD assessment focused on salient human rights issues relevant to the Company's operations and value chain, including:

- Non-discrimination and equal opportunity
- Freedom of association and collective bargaining
- Prevention of child labour and forced labour
- Fair labour practices, including wages, benefits, and working hours
- Occupational health and safety
- Data privacy and personal data protection in compliance with the Personal Data Protection Act (PDPA)

Assessment Methodology

The 2025 HRDD process included the following key activities:

- Distribution of customized self-assessment questionnaires to relevant stakeholder groups
- Collection, review, and analysis of assessment responses
- Evaluation of existing policies, operational practices, and risk exposure
- Assessment of human rights management measures and grievance mechanisms
- Review of compliance with applicable labor laws and human rights standards

Assessment Results

The 2025 assessment identified no significant human rights risks, material adverse impacts, or human rights violations across the Company's operations and assessed business relationships.

Assessment findings confirmed that participating stakeholders demonstrated compliance with applicable labor laws, internal policies, and internationally recognized human rights standards. Key observations included:

- Clear communication and implementation of policies related to non-discrimination, equal treatment, and fair labor practices
- No evidence of child labor, forced labor, or other forms of exploitative labor practices
- Availability of grievance and whistleblowing mechanisms for reporting human rights concerns
- Compliance with data privacy and personal data protection requirements under the PDPA
- Ongoing occupational health and safety measures to support employee well-being

Monitoring, Remediation, and Continuous

Improvement

Although no significant human rights concerns were identified, the Company remains committed to continuous improvement and proactive risk management. The Company continues to strengthen its human rights management system through the following initiatives:

- Conducting annual Human Rights Due Diligence assessments
- Providing human rights awareness and capacity-building programs for employees and business partners
- Monitoring grievance channels and remediation processes to ensure effective issue resolution
- Enhancing transparency through public disclosure of human rights policies, practices, and performance
- Continuously reviewing and improving human rights risk management processes in line with evolving stakeholder expectations and international standards

The Company remains committed to respecting human rights throughout its value chain and integrating responsible business practices into its long-term sustainability strategy.



An Enviably Reputation and Market Trust

Corporate Governance Policy

The company's Board of Directors has established policies for good corporate governance and is committed to conducting business in accordance with legal principles, ethics, and transparency. These efforts aim to build confidence among shareholders, financial institutions, business partners, and all stakeholders. The company adheres to the Corporate Governance Code (CG Code), which is widely accepted in Thailand, and includes the following principles:

1. Acknowledging the board's role and responsibility as leaders in creating long-term value for the organization.
2. Defining the organization's objectives and goals to ensure sustainability.
3. Enhancing the effectiveness of the board.
4. Recruiting and developing senior executives and managing human resources.
5. Promoting innovation and responsible business practices.
6. Ensuring the establishment of a suitable risk management and internal control system.

7. Maintaining financial credibility and transparency in information disclosure.
8. Supporting shareholder engagement and communication.

The company is committed to operating a hotel business that prioritizes environmental sustainability, social responsibility, and governance, while striving to grow in a strong and sustainable manner and gain regional recognition.

In 2024, the company reviewed and introduced policies to protect its network and programs, helping to mitigate the risks of cyberattacks. This includes setting principles and rules for managing information security and preventing data breaches, effective from October 22, 2024. Additionally, the company revisited its human rights policy, sustainability policy, and procurement policy, which will be effective starting December 9, 2024. Other policies, such as those on anti-corruption, anti-money laundering, and anti-terrorist financing, as well as business partner codes of conduct, have been reviewed and duly approved by the Board of Directors on November 24, 2025.

You can find more information on corporate governance in the 2025 Annual Report (Form 56-1 One Report) as follows:

- Procurement Policy – Page 310
- Code of Ethics Business Partner – Pages 311
- Anti-Corruption Policy Implementation Procedures – Pages 109



Breakfast at the Naka Island, a Luxury collection Resort & Spa, Phuket

The company ensures that all directors, executives, and employees understand and acknowledge the policies related to corporate governance, business ethics, the code of conduct for business partners, and anti-corruption measures. The internal audit team is responsible for monitoring and ensuring compliance. Additionally, the company promotes awareness by making these policies available on the company website and including them as part of the onboarding process for new employees. Regular training courses are conducted annually to reinforce these practices.

- Anti-Corruption Training Program, “We React Anti-Corruption & Connected Transactions”
- PDPA Training Program, “Personal Data Protection Act (PDPA) for New Employees & Refresh”
- Procurement Training Program, “Power of Authority Procurement for New Employee & Refresh”
- Cyber Security Awareness Training Program

The Erawan Group adopts a proactive and structured approach to risk management in alignment with ISO 31000 Risk Management Guidelines, ensuring that potential threats and opportunities are systematically identified, assessed, and addressed. Our risk assessment process is embedded within our corporate governance framework and is integral to supporting our strategic direction, operational resilience, and commitment to sustainable development.

As part of our sustainability efforts, we place strong emphasis on Environmental, Social, and Governance (ESG) risks, recognizing their potential to significantly impact on our stakeholders, reputation, and long-term business performance. Key ESG risk areas include climate change and resource scarcity, employee well-being and labor practices, ethical business conduct, and regulatory compliance.

Through regular risk identification and evaluation workshops, stakeholder engagement, and collaboration across business units, we ensure that emerging and material sustainability risks are effectively managed. Our objective is not only to mitigate potential impacts but also to turn risk awareness into a driver of innovation, stakeholder trust, and sustainable value creation.



An Activity at The Naka Island, a Luxury Collection Resort & Spa, Phuket

The risk assessment criteria include health and safety, legal compliance, corporate reputation, business continuity, stakeholders, and recovery time. Risks are categorized from very low to very high based on impact and recovery time, ranging from no incident to death or permanent disability, and recovery times from no remediation needed to over 4 years.

Level	Impact's criteria					
	Health & Safety	Legal Compliance	Corporate Reputation	Business Continuity	Stakeholders	Recovery Time
5 Very high	Death or permanent disability from work	Severe PDPA violation (e.g., major data breach, no notification), serious labor law violation leading to license revocation	National-level media scandal; loss of trust from customers and partners	Business operations halted > 3 days	Large-scale impact on labor groups/community, or class-action lawsuit	Takes > 4 years to restore reputation/trust
4 High	Hospital admission > 3 days	Under investigation or publicly accused of PDPA/labor violations by authorities	Negative local/social media news; takes 3–4 days to restore reputation	Partial operational shutdown (1–3 days)	Impact on employees or more than 3 stakeholder groups	Takes 2–4 years to recover systems or trust
3 Moderate	Medical attention or < 3 days sick leave	Delayed wages, inadequate PDPA notice, internal control gaps	Complaints or bad reviews; issues resolved within 48 hours	No service shutdown, but operational disruption in 1 department	Affects 2–3 employee/stakeholder groups	Can recover within 1–2 years
2 Low	Requires basic first aid	Internal procedural errors but no legal breach	Internal-only image impact (e.g., staff dissatisfaction)	No effect on service delivery	Impacts only small employee group	Recoverable within 6 months to 1 year
1 Very low	No incident	Full legal and procedural compliance	No reputation impact	Business continues as usual	No affected individuals or fully mitigated risks	No remediation needed

Risk Likelihood Levels

Risk likelihood levels vary from very unlikely to probable, with frequencies ranging from once in several years to monthly or more frequently. The likelihood is determined by the effectiveness and consistency of control measures.

ระดับ (Level)	คำอธิบาย (Explanation)	ความถี่ (Frequency)
5 Probable	Expected to occur frequently under current conditions.	Occurs monthly or more often
4 Highly possible	Likely to happen regularly, especially if controls are weak or inconsistently applied.	Occurs several times a year
3 Possible	Could happen under certain circumstances or due to control lapses.	Occurs a few times a year
2 Unlikely	Not expected but could occur in rare scenarios or unusual conditions.	Occurs once or twice per year
1 Very unlikely	Highly unlikely, even without any control measures in place.	May occur once in several years

Risk Evaluation Matrix

Risk Evaluation Matrix: The risk evaluation matrix is determined by multiplying impact by Likelihood. Risk levels are categorized as follows: very high (15-25), high (8-12), medium (4-8), and low (1-4).

Risk Matrix Evaluation

- Score = Impact multiplied by Likelihood

Risk Classifications:

- Very high (15-25)
- High (8-12)
- Medium (4-8)
- Low (1-4)

Risk Matrix		Impact				
		Very Low(1)	Low(2)	Moderate(3)	High(4)	Very High(5)
Likelihood	Very high(5)	Medium(5)	High(10)	Very High(15)	Very High(20)	Very High(25)
	High(4)	Medium(4)	High(8)	High(12)	Very High(16)	Very High(20)
	Moderate(3)	Low (3)	Medium(6)	High(9)	High(12)	Very High(15)
	Low(2)	Low(2)	Low(4)	Medium(6)	Medium(8)	High(10)
	Very Low(1)	Low (1)	Low(2)	Low(3)	Low(4)	Medium(5)

Risk Level Assessment

Based on “Guidelines for Comprehensive Human Rights Due Diligence (SEC)”

Risk Level Assessment: Risk levels are assessed based on scores from 1 to 25, with very high risk indicating potential violations of laws or standards, and low risk indicating minimal human rights impacts. The assessment includes examples of industries and actions related to each risk level.

Level	Score	Risk level	Description
4	15-25	Very high	The company is at very high risk of violating Thai law or international standards. The company is already involved in such issues, such as forced labor, illegal discharge of pollutants, or activities exceeding legal limits.
3	8-12	High	The company is at high risk due to non-compliance with industry standards. For example, it may be operating in a high-risk industry like hotels involved in tourism services that are linked to labor rights concerns, such as child labor, trafficking, or unregistered migrant workers. It may also relate to land disputes or violations of community rights. The company has not taken action to mitigate the risk.
2	4-8	Medium	The company is likely to cause human rights impacts, though the effects are not severe. These risks often occur in medium-risk industries such as hotels located near vulnerable communities. The company may have taken partial or insufficient action to mitigate such risks.
1	1-4	Low	The company is unlikely to cause significant human rights impacts. It operates in a low-risk industry, has appropriate management practices in place, and demonstrates a strong commitment to community responsibility.



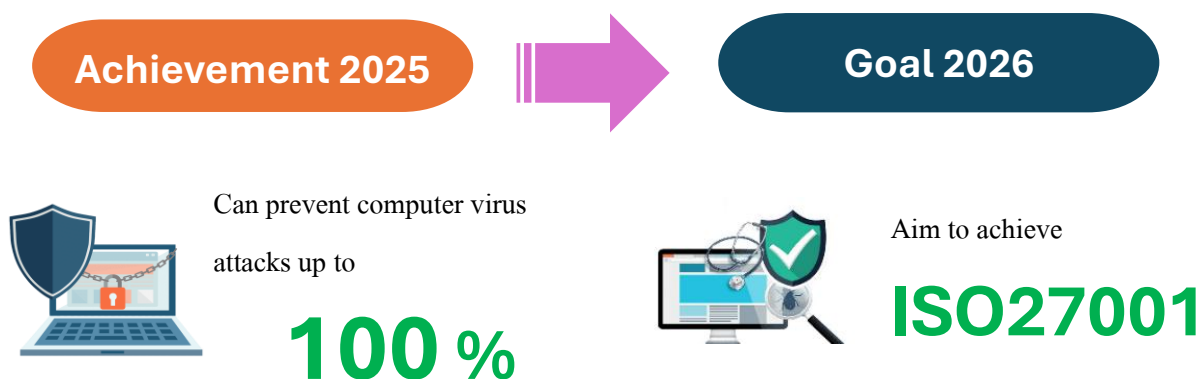
In an era where smartphones, computers, and tablets have become integral to daily life and work, cybersecurity has become increasingly critical.

The growing reliance on digital technology, including social media and various online tools in business operations, has heightened the risk of exposure to cyber threats which continue to evolve in complexity and sophistication.

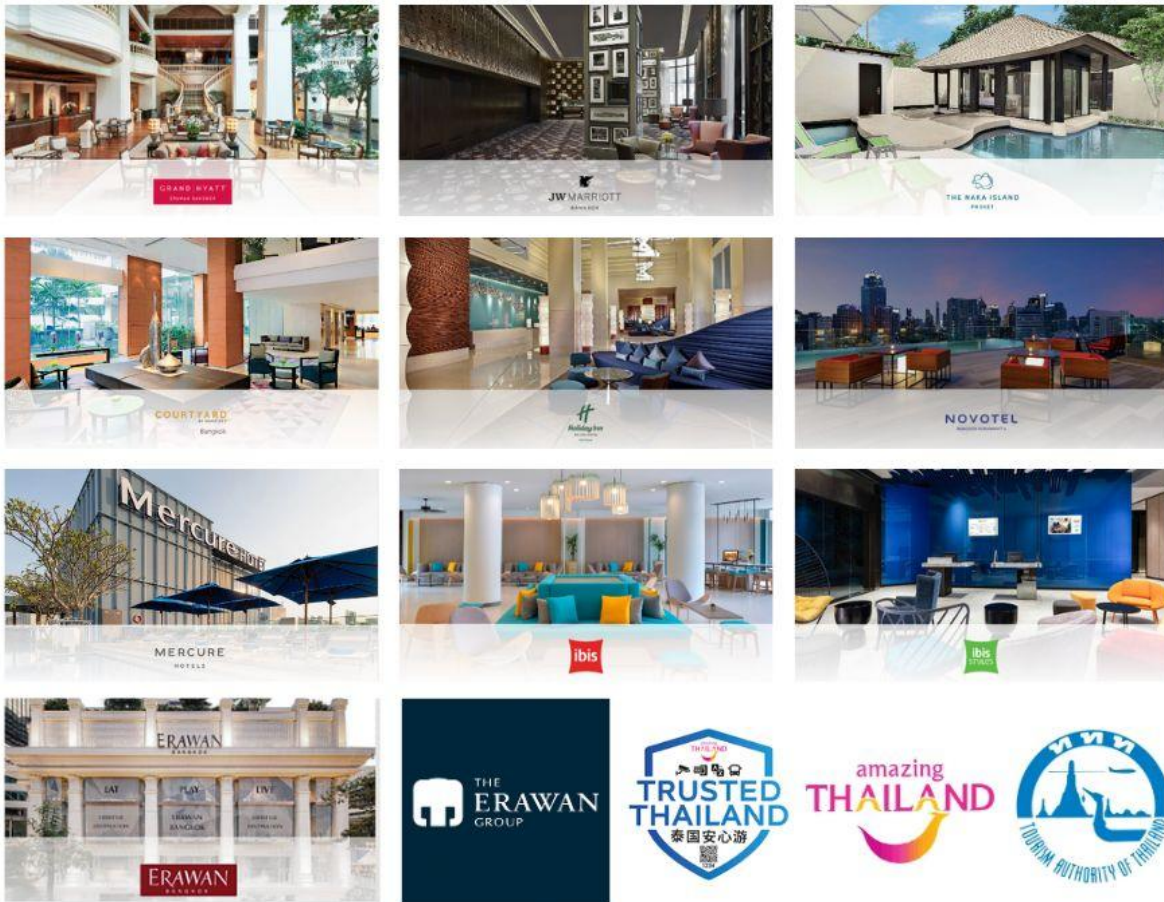
The Company recognizes the importance of cybersecurity and personal data protection. It is committed to strengthening its risk prevention systems to protect stakeholder trust and safeguard the Company's business reputation. In response to growing challenges, the Company has established an information security framework and developed practices aligned with international standards to effectively address cyber threats. This is done in parallel with the sustainable development of information technology capabilities.

Note: For more information on the Company's policies regarding digital and emerging technology risk management, as well as its responses to technology-related risks, please refer to the 2025 Annual Report (One Report Form 56-1), page 58, Section 2.4 – Cybersecurity and Data Security Risk

Future Direction of Cybersecurity Operations



Cybersecurity and Personal Data Protection Framework



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Sustainability Development Achievements 2025

Grand Hyatt Erawan Bangkok	<ul style="list-style-type: none"> • ASEAN Green Hotel – Sustainability Certified • STGs STAR – 5 Stars • HACCP & GHPs - Food Safety Management System Accredited • ISO22000 - Food Safety Management System Accredited • ISO14001 - Environment Management System Accredited • ISO 20121- Certified Sustainable Event Management • TCEB: Hygiene & Hybrid (2HY) Certified • TCEB: TSEMS Level 3 - Leading (Thailand Sustainable Event Management Standard) • Thailand Tourism Outstanding Award 2025 - Luxury Hotel • Thailand Tourism Outstanding Award 2025 - Hotel and Resort Spa • Green Key Certificate • Trusted Thailand by Tourism Authority Thailand
JW Marriott Bangkok	<ul style="list-style-type: none"> • STGs STAR – 5 Stars (valid until November 2025) • Green Leaf Sustainability Standard - 4 Leaf Level 2024-2027 • Green Health Hotel Standard/ Dept of Health: Health & Environment Friendliness 2024-2026 • Smart Travel Asia “Top 10 Best Hotels Service and Sustainable Hotels” • Trusted Thailand by Tourism Authority Thailand
Courtyard by Marriott Bangkok	<ul style="list-style-type: none"> • STGs STAR – 5 Stars (valid until November 2025) • Green Hotel Plus Award • Thailand Sustainable Event Management Standard (TSEMS) 2025 • Trusted Thailand by Tourism Authority Thailand
The Naka a Luxury Collection Resort and Spa	<ul style="list-style-type: none"> • Green Leaf Sustainability Standard for Hotels • STGs STAR – 5 Stars • Trusted Thailand by Tourism Authority Thailand
ACCOR Group	<p>Green Key Certificate and Trusted Thailand by Tourism Authority Thailand:</p> <ul style="list-style-type: none"> • Novotel ibis Styles Bangkok Sukhumvit 4 • Mercure ibis Bangkok Sukhumvit 24 • ibis Phuket Patong • ibis Bangkok Riverside

	<ul style="list-style-type: none"> • ibis Bangkok Sukhumvit 4 • ibis Pattaya • ibis Bangkok Sathorn • Mercure ibis Bangkok Siam • Mercure Pattaya Ocean Resort
<p>HOP INN Thailand (45 branches)</p>	<ul style="list-style-type: none"> • Outstanding Private Sector Organization Award 2025 – Accessible Facilities for Persons with Disabilities (HOP INN Songkhla Hotel) by the Songkhla Provincial Social Development and Human Security Office



THE ERAWAN GROUP

The Erawan Group Public Company Limited
has been awarded an "A" rating
in the SET ESG Ratings 2025

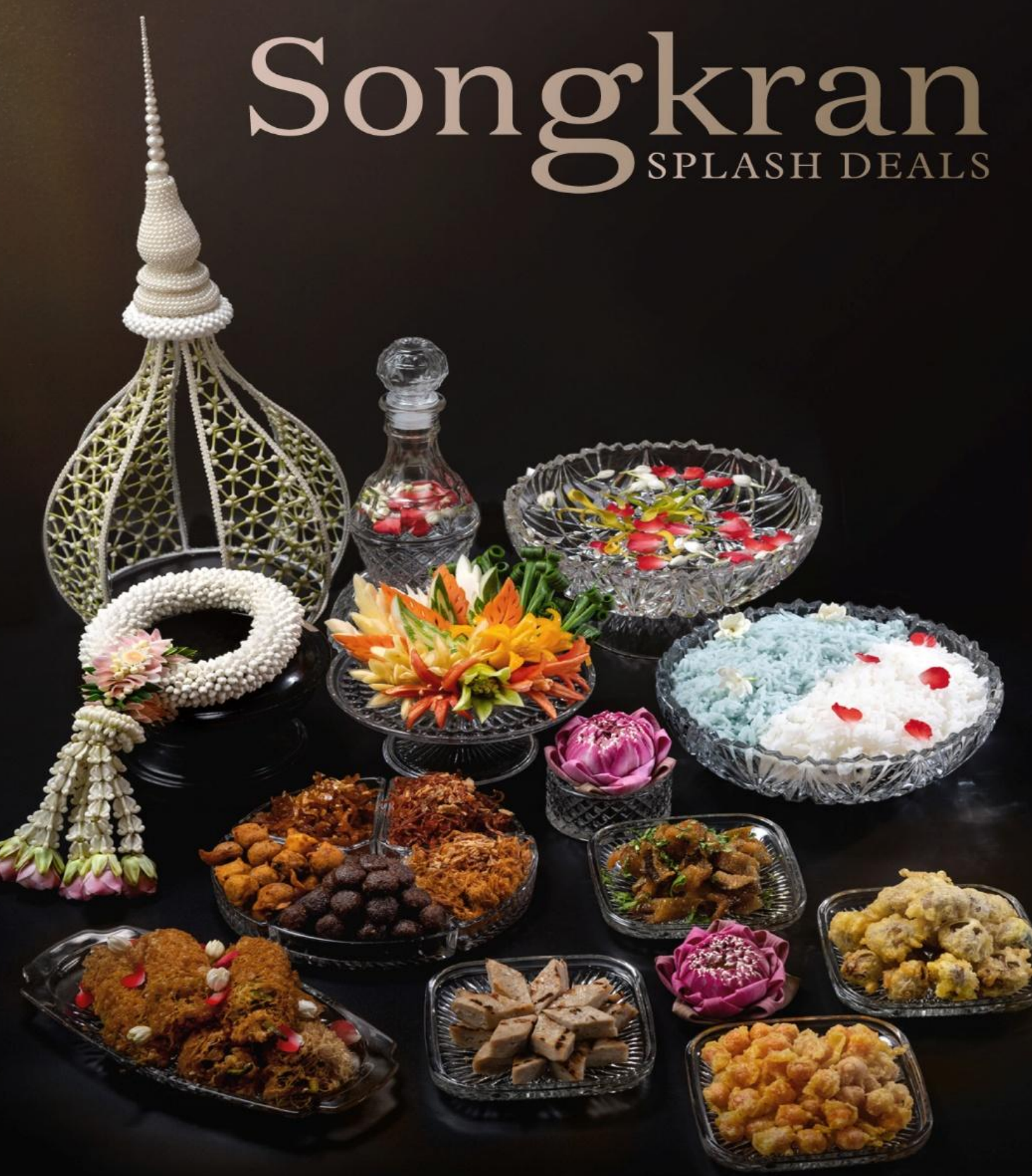
"A" Rating | **SET A**
ESG Ratings 2025

by the Stock Exchange of Thailand,
recognizing our strong commitment to sustainable and
responsible business practices.

Mr. Youssef EL KHOMRI
President
The Erawan Group Public Company Limited

Songkran

SPLASH DEALS



JW CAFÉ

GRI STANDARDS 2021

(The Erawan Group has reported with reference to the GRI Standards for the period 1 Jan B.E. 2569 – 31 Dec B.E. 2569)

GRI 2: General Disclosures 2021

The organization and its reporting practices

GRI Disclosure	Sustainability Report	56-1 One Report
2-1 Organizational details	About this report Corporate's Structure	Corporate's Structure
2-2 Entities included in the organization's sustainability reporting	About this report	
2-3 Reporting period, frequency and contact point	About this report	Corporate's Structure

Activities and workers

GRI Disclosure	Sustainability Report	56-1 One Report
2-6 Activities, value chain and other business relationships	Business Value Chain	Business Value Chain Corporate's Structure
2-7 Employees		About Employees
2-8 Workers who are not employees		About Employees

Governance

GRI Disclosure	Sustainability Report	56-1 One Report
2-9 Governance structure and composition		About the Committees
2-10 Nomination and selection of the highest governance body		Board's Skills Diversity Nomination and Remuneration Committee Board Recruitment, Development, and Performance Evaluation
2-11 Chair of the highest governance body		Name list of the Company's Committee
2-12 Role of the highest governance body in overseeing the management of impacts		Scope, Duties, and Responsibilities of the Board of Directors
2-13 Delegation of responsibility for managing impacts		Scope, Duties, and Responsibilities of the Board of Directors
2-14 Role of the highest governance body in sustainability reporting	Sustainability Materiality Assessment Process	
2-15 Conflicts of interest		Corporate's Governance
2-16 Communication of critical concerns		Report on Key Governance Performance
2-17 Collective knowledge of the highest governance body		Board Development
GRI Disclosure	Sustainability Report	56-1 One Report
2-18 Evaluation of the performance of the highest governance body		Evaluation of the Board's Performance
2-19 Remuneration policies		Remuneration Policy for the Board of Directors and Executives

2-20	Process to determine remuneration		Remuneration Policy for the Board of Directors and Executives
Strategy, policies and practices			
GRI Disclosure		Sustainability Report	56-1 One Report
2-22	Statement on sustainable development strategy	Message from the President	Message from the Chairman
2-23	Policy commitments	Human Rights	Business Policy and Overview
2-24	Embedding policy commitments		Business Policy and Overview
2-25	Processes to remediate negative impacts		Whistleblowing
2-26	Mechanisms for seeking advice and raising concerns		Anti-Corruption in All Forms Whistleblowing
Stakeholder engagement			
GRI Disclosure		Sustainability Report	56-1 One Report
2-29	Approach to stakeholder engagement	Group of Corporate's Stakeholders	Group of Corporate's Stakeholders
2-30	Collective bargaining agreements		
GRI 3: Material Topics 2021			
GRI Disclosure		Sustainability Report	56-1 One Report
3-1	Process to determine material topics	Sustainability Materiality Assessment Process	
3-2	List of material topics	Key Sustainability Issues	
3-3	Management of material topics		Risk Management and Risk Responses
GRI 201: Economic Performance 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
201-1	Direct economic value generated and distributed		Revenue Structure
201-2	Financial implications and other risks and opportunities due to climate change		Business Risk Factors
GRI 205: Anti-corruption 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
205-1	Operations assessed for risks related to corruption		Business Risk Factors Organizational Risks and Management Approaches
GRI Disclosure		Sustainability Report	56-1 One Report
205-2	Communication and training in anti-corruption policies and procedures	Corporate Governance and Business Ethics	Corporate's Governance Policy
GRI Disclosure		Sustainability Report	56-1 One Report
205-3	Confirmed incidents of corruption and actions taken		Corporate's Governance Policy
GRI 207: Tax 2019			
GRI Disclosure		Sustainability Report	56-1 One Report
207-1	Approach to tax		Tax

207-2	Tax governance, control, and risk management		Business Risk Factors Financial Risk Management Policy Organizational Risks and Management Approaches
207-3	Stakeholder engagement and management of concerns related to tax	Stakeholder's expectations	
207-4	Country-by-country reporting		Notes to the Financial Statements
GRI 302: Energy 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
302-1	Energy consumption within the organization	Energy Management	Energy Management
302-4	Reduction of energy consumption	Energy Management	Energy Management
GRI 303: Water and Effluents 2018			
GRI Disclosure		Sustainability Report	56-1 One Report
302-1	Interactions with water as a shared resource	Sustainability Water Management	Sustainability Water Management
303-1	Management of water discharge-related impacts	Sustainability Water Management	Sustainability Water Management
303-2	Water withdrawal	Sustainability Water Management	Sustainability Water Management
303-3	Water discharge	Sustainability Water Management	Sustainability Water Management
303-4	Water consumption	Sustainability Water Management	Sustainability Water Management
GRI 305: Emissions 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
305-1	Direct (Scope 1) GHG emissions	GHG Emission Reduction	GHG Emission Reduction
305-2	Energy indirect (Scope 2) GHG emissions	GHG Emission Reduction	GHG Emission Reduction
305-4	GHG emissions intensity	GHG Emission Reduction	GHG Emission Reduction
305-5	Reduction of GHG emissions	GHG Emission Reduction	GHG Emission Reduction
GRI 306: Waste 2020			
GRI Disclosure		Sustainability Report	56-1 One Report
306-1	Waste generation and significant waste-related impacts	Waste, Waste Management, and Circular Economy	
GRI Disclosure		Sustainability Report	56-1 One Report
306-2	Management of significant waste-related impacts	Waste, Waste Management, and Circular Economy	
306-3	Waste generated	Waste, Waste Management, and Circular Economy	
306-4	Waste diverted from disposal	Waste, Waste Management, and Circular Economy	
306-5	Waste directed to disposal	Waste, Waste Management, and Circular Economy	
GRI 308: Supplier Environmental Assessment 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
308-1	New suppliers that were screened using environmental criteria	Criteria for selecting suppliers	
GRI 401: Employment 2016			

GRI Disclosure		Sustainability Report	56-1 One Report
401-1	New employee hires and employee turnover		Employee's Information
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		Employee Benefits and Provident Fund
GRI 403: Occupational Health and Safety 2018			
GRI Disclosure		Sustainability Report	56-1 One Report
403-1	Occupational health and safety management system	Occupational Health, Safety, and Working Environment	Occupational Health, Safety, and Working Environment
403-2	Hazard identification, risk assessment, and incident investigation		Risk Management and Risk Responses
403-3	Occupational health services	Occupational Health, Safety, and Working Environment	Occupational Health, Safety, and Working Environment
403-4	Worker participation, consultation, and communication on occupational health and safety		Occupational Health, Safety, and Working Environment
403-5	Worker training on occupational health and safety	Occupational Health, Safety, and Working Environment	Occupational Health, Safety, and Working Environment
403-6	Promotion of worker health		Occupational Health, Safety, and Working Environment
GRI Disclosure		Sustainability Report	56-1 One Report
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Occupational Health, Safety, and Working Environment
403-8	Workers covered by an occupational health and safety management system		Occupational Health, Safety, and Working Environment
403-9	Work-related Injuries		Occupational Health, Safety, and Working Environment
403-10	Work-related ill Health		Occupational Health, Safety, and Working Environment
GRI 404: Training and Education 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
404-1	Average hours of training per year per employee	Summary of Training Activities in Fiscal Year 2024	Summary of Training Activities in Fiscal Year 2024
404-2	Programs for upgrading employee skills and transition assistance programs	Employee Development Corporate Training Programs	Employee Development Corporate Training Programs
GRI 413: Local Communities 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
413-1	Operations with local community engagement, impact assessments, and development programs	Community Development and Development	Community Development and Development
GRI 414: Supplier Social Assessment 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
414-1	New suppliers that were screened using social criteria		
GRI 416: Customer Health and Safety 2016			
GRI Disclosure		Sustainability Report	56-1 One Report

416-1	Assessment of the health and safety impacts of product and service categories		
GRI 417: Marketing and Labeling 2016			
GRI Disclosure	Sustainability Report	56-1 One Report	
417-1	Requirements for product and service information and labeling		

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71 โรงแรม
48 จังหวัด



4 โรงแรม
2 เมืองหลัก



10 โรงแรม
3 เกาะหลัก

จองห้องพักง่ายๆ



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Sustainability Performance

Environmental Dimension	GRI	Indicators	Unit	FY 2022	FY 2023	FY 2024	FY 2025	
Energy 2016	GRI 302-1	Energy consumption within the organization						
		Total energy consumption (excluding tenants)	MWh	-	40,162.98	45,350.96	108,624.03	
		Total non-renewable energy consumption	MWh	-	40,162.98	45,350.96	107,152.37	
		Total renewable consumption	MWh	-	0.00	0.00	1,471.66	
		Total energy consumption within the organization from non-renewable sources	MWh	-	6,744.41	7,342.38	21,579.12	
		Gasoline	MWh	-	64.80	66.68	162.30	
		Diesel	MWh	-	161.60	141.78	578.37	
		LPG	MWh	-	6,518.01	7,133.92	20,833.66	
		Kerosene	MWh	-	0.00	0.00	4.80	
		Electricity purchased for consumption (excluding tenants)	MWh	-	33,418.57	38,008.58	85,573.25	
		Electricity purchased from non-renewable sources (Grid)	MWh	-	33,418.57	38,008.58	85,573.25	
		Total energy consumption within the organization from renewable sources	MWh	-	0.00	0.00	422.77	
		Fuel Wood	MWh	-	0.00	0.00	24.23	
Charcoal	MWh	-	0.00	0.00	398.54			
Energy 2018	GRI 302-3	Electricity generated for consumption from renewable sources						
		Electricity generated from solar energy	MWh	-	-	-	1,048.89	
		Energy sold	MWh	-	-	0.00	0.00	
		Electricity sold	MWh	-	-	0.00	0.00	
		Energy intensity (excluding tenants)						
Energy consumption per revenue	MWh/Thousand Baht	-	15.28	14.77	15.66			
Electricity consumption per revenue	MWh/Thousand Baht	-	12.71	12.37	12.34			
Water 2018	GRI 303-3	Water and Effluents 2018						
		Water withdrawal						
		Total volume of water withdrawn from all areas	Cubic meter	1,192,683.00	1,415,893.96	5,626,810.00	1,565,108.78	
Total volume of water withdrawn from water stressed areas	Cubic meter	-	-	-	1,265,721.78			

Sustainability Performance

Environmental Dimension	Indicators	Unit	FY 2022	FY 2023	FY 2024	FY 2025
GRI						
	Groundwater	Cubic meter	-	-	-	0.00
	Freshwater (≤ 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	0.00
	Other water (> 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	0.00
	Third-party water	Cubic meter	-	-	-	1,265,721.78
	Freshwater (≤ 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	1,265,721.78
	Other water (> 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	0.00
	Total volume of water withdrawn from non-water stressed areas	Cubic meter	-	-	-	299,387.00
	Groundwater	Cubic meter	-	-	-	107,360.00
	Third-party water	Cubic meter	-	-	-	192,027.00
GRI 303-4	Water discharge					
	Total water discharge to all areas	Cubic meter	838,069.60	1,015,043.20	726,432.00	864,608.40
	Total volume of water discharge to non-water stressed areas	Cubic meter	-	-	-	749,751.60
	Freshwater (≤ 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	749,751.60
	Other water (> 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	0
	Total volume of water discharge to water stressed areas	Cubic meter	-	-	-	114,856.80
	Freshwater (≤ 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	29,655.20
	Other water (> 1000 mg/L Total Dissolved Solids)	Cubic meter	-	-	-	85,201.60
GRI 303-5	Water consumption					
	Total water consumption from all areas	Cubic meter	354,613.40	400,850.76	4,900,378.00	255,713.20
	Total volume of water consumption from non-water stressed areas	Cubic meter	-	-	-	226,999.00
	Total volume of water consumption from water stressed areas	Cubic meter	-	-	-	28,714.20
GRI 305: Emissions 2016						
GRI 305-1	Direct (scope 1) GHG emissions					
	Gross Direct (Scope 1) GHG emissions ⁽¹⁾	Metric Tons CO2e	2,219	3,835	3,958	11,665
	Biogenic CO2 emissions	Metric Tons CO2e	-	-	-	171

Sustainability Performance

Environmental Dimension		Indicators				
GRI	Unit	FY 2022	FY 2023	FY 2024	FY 2025	
GRI 305-2	Energy indirect (scope 2) GHG emissions Gross location-based energy indirect (Scope 2) GHG emissions ⁽²⁾	Tons CO ₂ e	14,233	16,706	19,001	41,007
GRI 305-4	GHG emission intensity GHG emissions (scope 1 and 2) per revenue	Metric Tons CO ₂ e / million baht	10.21	7.81	7.47	7.59
GRI 306: Waste 2020						
GRI 306-3	Waste generated Total weight of waste generated	Metric Tons	862.82	1,116.29	1,341.81	1566.07
	Non-hazardous waste	Metric Tons	-	-	-	1560.23
	hazardous waste	Metric Tons	-	-	-	5.83
GRI 306-4	Waste diverted from disposal Total weight of waste diverted from disposal	Metric Tons	184.63	200.44	570.24	665.71
	Total hazardous waste diverted from disposal	Metric Tons	-	-	-	0.21
	Hazardous waste diverted from disposal onsite	Metric Tons	-	-	-	0.00
	Reuse	Metric Tons	-	-	-	0.00
	Recycling	Metric Tons	-	-	-	0.00
	Other recovery operations	Metric Tons	-	-	-	0.00
	Hazardous waste diverted from disposal offsite	Metric Tons	-	-	-	0.21
	Reuse	Metric Tons	-	-	-	0.00
	Recycling	Metric Tons	-	-	-	0.21
	Other recovery operations	Metric Tons	-	-	-	0.00
	Total non-hazardous waste diverted from disposal	Metric Tons	-	-	-	665.50
	Non-hazardous waste diverted from disposal onsite	Metric Tons	-	-	-	0.31
	Reuse	Metric Tons	-	-	-	0.00
	Recycling	Metric Tons	-	-	-	0.31
	Other recovery operations	Metric Tons	-	-	-	0.00
	Non-hazardous waste diverted from disposal offsite	Metric Tons	-	-	-	665.19
	Reuse	Metric Tons	-	-	-	430.35
	Recycling	Metric Tons	-	-	-	234.84
	Other recovery operations	Metric Tons	-	-	-	0.00
GRI 306-5	Waste directed to disposal Total weight of waste directed to disposal	Metric Tons	678.18	915.85	771.57	900.36

Sustainability Performance

Environmental Dimension

GRI	Indicators	Unit	FY 2022	FY 2023	FY 2024	FY 2025
	Total hazardous waste directed to disposal	Metric Tons	-	-	-	5.62
	Hazardous waste directed to disposal onsite	Metric Tons	-	-	-	0.00
	Incineration with energy recovery	Metric Tons	-	-	-	0.00
	Incineration without energy recovery	Metric Tons	-	-	-	0.00
	Landfilling	Metric Tons	-	-	-	0.00
	Waste with unknown disposal method	Metric Tons	-	-	-	0.00
	Hazardous waste directed to disposal offsite	Metric Tons	-	-	-	5.62
	Incineration with energy recovery	Metric Tons	-	-	-	0.00
	Incineration without energy recovery	Metric Tons	-	-	-	0.06
	Landfilling	Metric Tons	-	-	-	0.00
	Waste with unknown disposal method	Metric Tons	-	-	-	5.56
	Total non-hazardous waste directed to disposal	Metric Tons	-	-	-	894.74
	Non-hazardous waste directed to disposal onsite	Metric Tons	-	-	-	0.00
	Incineration with energy recovery	Metric Tons	-	-	-	0.00
	Incineration without energy recovery	Metric Tons	-	-	-	0.00
	Landfilling	Metric Tons	-	-	-	0.00
	Waste with unknown disposal method	Metric Tons	-	-	-	0.00
	Non-hazardous waste directed to disposal offsite	Metric Tons	-	-	-	894.74
	Incineration with energy recovery	Metric Tons	-	-	-	0.00
	Incineration without energy recovery	Metric Tons	-	-	-	0.00
	Landfilling	Metric Tons	-	-	-	894.74
	Waste with unknown disposal method	Metric Tons	-	-	-	0.00

Remark

- 1) - represents exclusion due to data unavailability
- 2) GRI 302 Energy excludes data from hotels under the Asset Management Group during FY2023-2024 in line with verified Carbon Footprint for Organization (CFO) data.
- 3) (1)(2) Scope 1 and Scope 2 GHG emission data have been verified by independent auditors based on the Carbon Footprint for Organization (CFO) standard since FY2023. However, hotels under the Asset Management Group have been included in the reporting boundary since FY2025. Waste diverted from disposal and waste directed to disposal data of the Asset Management Group have been included since FY2022.
- 4)

Sustainability Performance

Social Dimension

GRI	Indicators	Unit	FY 2022	FY 2023	FY 2024	FY 2025
GRI 403-9	Work-related injuries					
	Fatalities as a Result of Work-Related Injury					
	Employees	Persons	-	-	-	0
		Per 1,000,000 hours	-	-	-	0
	Contractors	Persons	-	-	-	-
		Per 1,000,000 hours	-	-	-	-
	High-Consequence Work-Related Injuries (Excluding Fatalities)					
	Employees	Persons	-	-	-	0
		Per 1,000,000 hours	-	-	-	0
	Contractors	Persons	-	-	-	-
		Per 1,000,000 hours	-	-	-	-
	Recordable Work-Related Injuries					
	Employees	Persons	-	-	-	106
		Per 1,000,000 hours	-	-	-	10.53
	Contractors	Persons	-	-	-	-
		Per 1,000,000 hours	-	-	-	-
	Lost Time Injury Frequency Rate: LTIFR					
	Employees	Persons	-	-	-	52
		Per 1,000,000 hours	-	-	-	5.16
	Contractors	Persons	-	-	-	-
		Per 1,000,000 hours	-	-	-	-
	Remark					

- 1) - represents data excluded due to limitations in data collection processes.
- 2) FY2025 Social sustainability data with reference to GRI 403-9 Work-related injuries has been verified by independent auditors.
- 3) FY2022 social sustainability data collection processes were under development.
- 4) Contractor data coverage is currently under development.



Verification Statement

Carbon Footprint for Organization by Thailand Greenhouse Gas Management Organization (Accounting and reporting requirements of Carbon Footprint for organization Version 6, July 2022)

With regarding to the reporting of CO₂ footprint organization of the referred standard, TUV NORD (Thailand) Limited has examined its correctness and completeness for reporting. The verification method is conducted in according to verification requirement of Carbon Footprint for Organization by Thailand Greenhouse Gas Management Organization (January 2017), Accounting and reporting requirements of Carbon Footprint for organization Version 6 (July 2022), ISO 14064-3 - Specification with guidance for the validation and verification of greenhouse gas assertion, and procedures.

Reporting organization :

The Erawan Group Public Company Limited 2, 6th Floor, Ploenchit Center Building, Sukhumvit Road, Klongtoei Sub-district, Klongtoei District, Bangkok 10110 Thailand

Acting as an independent Verification Body and considering all relevant GHG sources, TUV NORD (Thailand) Limited, the 3rd party Verification Body has verified the carbon footprint for organization by Thailand Greenhouse Gas Management Organization of the above mentioned company where the company has operational control reporting boundary report year: 2025-01-01 to 2025-12-31
Verification Data : Historical Data

The verification of the organization's greenhouse gas emissions and removal reports was conducted in accordance with the above-mentioned procedures and criteria.
No evidence of material inaccuracies was found, and no inappropriate reporting of the organization's carbon footprint was found.
Opinion : Unmodified
Special remark : none

Greenhouse Gases :
Total Emission : 52,666 t CO₂ eq
Scope 1 Direction GHG Emissions : 11,659 t CO₂ eq
Scope 2 Energy Indirect GHG Emissions : 41,007 t CO₂ eq
Materiality : 5% Limited Level of Assurance

Report No. Refer to TCFO_V_09_V01 Verification Issued date : 2026-05-08
Report and TCFO_V_10A_V01 Verification
Statement of The Erawan Group (2026-05-08)

Bangkok, 2026-05-08


 Verification Body at TUV NORD (Thailand) Ltd.

"TUV NORD (Thailand) Limited reserves the right to refuse to allow any changes or amendments. Any use of this statement for corporate purposes must be completed with the accompanying documents attached to this statement. This statement is deemed complete. Any presentation of this statement without the accompanying documents will be considered incomplete and will lead to misunderstandings for readers of this report."

TUV NORD (Thailand) Ltd.
1858/103-104, 23rd Fl., Interlink Tower,
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TÜV®

TUVNORDGROUP



Independent Assurance Statement

Introduction and Engagement

The Erawan Group Public Company Limited (hereafter 'THE ERAWAN GROUP') commissioned TÜV NORD (Thailand) Ltd. (hereafter 'TUVN') for Sustainability Assurance Engagement. (Thailand) Ltd. provides independent assurance on THE ERAWAN GROUP sustainability report, (hereinafter 'the Report'), for the applied reporting period for the calendar year 2025. The assurance engagement was carried out with reference to the Global Reporting Initiative (GRI) Standards at a limited level of assurance. TÜV N's verification procedures are based on current best practices and are aligned with ISAE 3000 (Assurance Engagements Other Than Audits or Reviews of Historical Financial Information) and ISAE 3410 (Assurance Engagements on Greenhouse Gas Statements), both at a limited assurance level. The Report covers THE ERAWAN GROUP Sustainability Report for the period 1st January 2025 to 31st December 2025. The desk review, all verification activities and interviews were carried out during the period May - June 2026.

Scope, Boundary and Limitations of Assurance

The scope of the assurance includes Sustainability Report indicators in the report as specified disclosures required by GRI. In particular, the assurance engagement includes the following:

- Verification of the Report content, principles as mentioned in the GRI Standards,
- Verification of the reliability of the GRI Standards Disclosure on the Environmental and Social indicator
- Other relevant rules, including the host country legislation and sustainability criteria. The independent assurance is not meant to provide any consultation to the reporting organization. However, stated requests for clarifications and/or corrective actions may provide input for improvement of the sustainability report. The sustainability report boundary encompasses.

The reporting aspect boundaries are set out in the Report covering the sustainability performance of THE ERAWAN GROUP, this includes a total of 81 hotels, the Head Office, one shopping center, Erawan Bangkok, and two restaurants in Thailand.

Our engagement did not include an assessment of the adequacy or the effectiveness of THE ERAWAN GROUP strategy or management of sustainability-related issues. During the assurance process, TÜV N did not come across the limitations to the scope of the agreed assurance engagement. No external stakeholders were interviewed as part of the sustainability engagement for the reporting period.

Verification Methodology

The assurance engagement was planned and conducted with reference to the GRI Standards and in accordance with TÜV NORD's verification procedures. The Report was evaluated against the following criteria:

- International Standard on Assurance Engagement ISAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information and ISAE 3410 Assurance Engagements on Greenhouse Gas Statements
- Application of the principles and requirements of the Global Reporting Initiative Standards.

During the assurance engagement, TÜV N applied a risk-based approach, focusing verification activities on THE ERAWAN GROUP material context and key stakeholders. Sample site verification was conducted at Grand Hyatt Erawan Bangkok, while the Head Office was verified using remote techniques.

In carrying out the assurance engagement, TÜV N performed the following procedures:

- TÜV N reviewed the approach adopted by THE ERAWAN GROUP for the stakeholder engagement and materiality process. TÜV N performed limited internal stakeholder engagement to verify the qualitative statements made in the Report.

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- TUVN verified the sustainability-related statements and claims made in the Report and assessed the robustness of the data management system, information flow and controls;
- TUVN examined and reviewed the documents, data and other information made available by THE ERAWAN GROUP for the reported performance indicators;
- TUVN conducted interviews with key representatives including data owners and decision-makers from different functions of the Company during the verification;
- TUVN verified sample-based checks of the processes for generating, gathering and managing the quantitative data and qualitative information included in the Report for the reporting period.

Opportunities for Improvement

No matters came to our attention that were communicated to the management of THE ERAWAN GROUP and considered relevant to our conclusion on the Report for the reporting period.

Conclusions

Based on the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the limited level assurance engagement was not prepared, in all sustainability information is not reliable in specific topics, with regards to the reporting criteria. The Report was prepared based on the GRI Standards Reporting Principles and Standard Disclosures with reference. In our opinion, based on the scope of this assurance engagement, the disclosures on sustainability performance reported in the Report along with the referenced information provide a fair representation of the material aspects, related strategies, and performance indicators, and meets the general content and quality requirements of the GRI Standards 2021.

The following material aspects were verified by the assurance team:

Material aspects	GRI Disclosure Number
General Disclosures	GRI 2
Material Topics	GRI 3
Energy consumption within the organization	GRI 302-1
Water withdrawal	GRI 303-3(2018)
Water discharge	GRI 303-4(2018)
Water consumption	GRI 303-5(2018)
Direct (Scope 1) GHG emissions	GRI 305-1
Indirect (Scope 2) GHG emissions	GRI 305-2
GHG emissions intensity	GRI 305-4
Waste generated	GRI 306-3 (2020)
Waste diverted from disposal including break-down information of Food Loss & Waste	GRI 306-4 (2020)

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Material aspects	GRI Disclosure Number
Waste directed to disposal including break-down information of Food Loss & Waste	GRI 306-5(2020)
Work-related injuries	GRI 403-9(2018)

TUVN did perform any assurance procedures on the prospective information. Consequently, TUVN draws a conclusion on prospective information. This assurance statement has been prepared in accordance with the terms of our engagement. It does include detailed testing of source data or the operating effectiveness of processes, internal controls and consequently they do enable us to obtain the assurance necessary to become aware of all significant matters that might be identified in a limited level assurance engagement.

In our view, the Report could adhere to Inclusivity, Materiality, Responsiveness, Reliability, and Time frame.

TUVN's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information (Sustainability Performance - environmental and social indicators) prepared by THE ERAWAN GROUP in the Report. This assurance engagement is based on the assumption that the data and the information provided to TUVN by THE ERAWAN GROUP are complete and reliable.

TUVN expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the management of THE ERAWAN GROUP.

The management of the Company is responsible for the information provided in the Report as well as the process of collecting, analyzing, and reporting the information presented in web-based and printed Reports, including website maintenance and its integrity.

TUV's Competence and Independence

TUVN is an independent and neutral third-party providing sustainability assurance services, supported by qualified environmental and social specialists. TUVN affirms its independence and impartiality in relation to this assurance engagement. During the reporting year, the TUVN assurance team did not undertake any work for THE ERAWAN GROUP that could compromise the independence or impartiality of its findings, conclusions, or recommendations. The team was not involved in preparing any content or data included in the Report, other than this Assurance Statement. TUVN also maintains full impartiality toward all individuals interviewed during the assurance process.

Ms. Numfon Sangeamruk

Lead Verifier

TUV NORD (Thailand) Ltd.

Bangkok 10260 Thailand

TUVNORD
Digitally signed
by Numfon
Sangeamruk
Date: 2026.06.10
09:52:02 +07'00'

Date: 10 June 2026/Place: Bangkok, Thailand

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Response Form for The Erawan Group's Sustainability Report 2025

Thank you for your interest in our Sustainability Report 2025. Your feedback is important and will help improve the overall effectiveness of our sustainability efforts and future reporting. Please kindly fill out the response form and send your views to the email: info@theerawan.com, or mail your feedback to: info@theerawan.com

Sustainability Development and Corporate Communications Division,

The Erawan Group Public Company Limited, Ploenchit Center Building, 6th Floor,

2 Sukhumvit Road, Klongtoey Sub-District, Klongtoey District, Bangkok 10110, Thailand.

1. Which topics are most relevant to you? (Please mark , you may select more than one topic)

- Customers Employees Business Partners Suppliers Regulatory Agencies
 Investors Community Others, please specify:

2. How effective is the company's communication of sustainability through the Sustainability Report?

(Please mark 5 = Excellent and 1 = Needs Improvement)

Topic	1	2	3	4	5
2.1 Corporate's Sustainability Development Approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Sustainability in Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Sustainability in Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Sustainability in Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Others (Please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please rate the content and quality of the company's 2024 Sustainability Report based on the following criteria

(5 = Excellent and 1 = Needs Improvement)

Topic	1	2	3	4	5
3.1 Balance of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Clarity of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Comparability with Other Companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Materiality of Sustainability Issues and Related Topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Completion of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Correctness of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7 Transparency of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8 Structure and Content Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9 Report's layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any additional comments on sustainability and the sustainability report.

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Tripadvisor Travellers' Choice Awards Best of the Best





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